

COLLECTION NOTICES  
Past Due Payment Notice, SCG Form PD1-28 (10/22)

T

(See Attached Form)

(TO BE INSERTED BY UTILITY)

ADVICE LETTER NO. 5908  
DECISION NO.

1C20

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. \_\_\_\_\_

# Past Due Payment Notice



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Date mailed

Our records indicate your payment has not been received. Your payment of \$ must be received by 5PM on or before . For your convenience, you can pay at any of our offices, authorized payment agencies, or you can pay by Electronic Check, Debit/ATM Card or VISA and MasterCard Credit Cards by calling BillMatrix at 800-232-6629. Mailed payments must be received before the due date.

Date and amount of last payment

**TO AVOID DISCONNECTION OF YOUR SERVICE, A MINIMUM PAYMENT OF \$ MUST BE RECEIVED BY THE DUE DATE.** In case of disconnection for nonpayment, \$ is required to re-establish service, as well as a RECONNECTION FEE, SECURITY DEPOSIT or **ADDITIONAL SECURITY DEPOSIT.** Unfortunately, we cannot guarantee service will be restored on the same day payment is received.

For information on your account, call  
**1-800-427-2000**

Your account number is

If you have questions, call us at 800-427-2200. Representatives are available during the following hours:

**Monday-Friday, 7am-8pm**  
**Saturday, 7am-6pm**  
**Closed Sundays and Holidays**  
**24 Hour Emergency Services Available.**

Delinquent gas charges \_\_\_\_\_ \$  
\_\_\_\_\_  
\_\_\_\_\_

You may also reach us at one of the numbers listed on the reverse. Please disregard this notice if payment has been made.

You may also qualify for billing and/or energy assistance programs. See the enclosed insert for more information.

SCG FORM PD1-28

IF MAILING NOTICE, DETACH HERE - IF PAYING IN PERSON, PLEASE BRING ENTIRE NOTICE

Your Account Number

## Past Due Payment Notice

To prevent turn-off, \$ must be received before 5:00

**Total amount due \$**

THE GAS COMPANY  
PO BOX C  
MONTEREY PARK CA 91756-5111

## Things You Should Know About Termination Of Service

**Payment Arrangements and Assistance Programs** - 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 Utility Commission, State Office Building, 505 Van Ness Avenue, Room 2003, San Francisco, CA 94102. To contact the California Public Utility Commission by telephone call 1-800-649-7570 or email: [consumer-affairs@cpuc.ca.gov](mailto: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 will be required before service will be turned on. A deposit may also be required for Non-Residential customers.

Past due bill forgiveness may be available to eligible residential CARE customers through the Arrearage Management Plan (AMP). Qualifying customers may have 1/12 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.socalgas.com/forgiveness](http://www.socalgas.com/forgiveness).

**Re-establishment of Non-Residential Credit/Deposit** - If your bills are not paid within 19 days of mailing, we may require that you establish your credit with us by paying your bill and giving us a deposit equal to twice the amount of your average monthly bill.

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.

**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.

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

**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/](http://www.cpuc.ca.gov/complaints/). Billing and service complaints are handled by the CPUC's Consumer Affairs Branch (CAB), which can be reached by the following means if you prefer not to submit your complaint online:

Telephone: **1-800-649-7570** (8:30 a.m. to 4:30 p.m., Monday through Friday)

Mail: California Public Utilities Commission, Consumer Affairs Branch, 505 Van Ness Avenue, Room 2003, San Francisco, CA 94102

If you have limitations hearing or speaking, dial 711 to reach the California Relay Service, which is for those needing direct assistance relaying telephone conversations. If you prefer having your calls immediately answered in your mode of communication, dial one of the toll-free language-specific numbers below to be routed to the California Relay Service provider.

California Relay Service Phone Numbers:

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

### 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**

## 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**

Ahambra, 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, 9781 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, 527 N. San Jacinto St.	Riverside, 7000 Indiana Ave. #105

### Drop Box Location

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

San Bernardino, 1136 N. Mount Vernon Ave. #305  
 San Fernando, 444 S. Brand Blvd. Suite 101  
 San Luis Obispo, 2240 Emily St. Suite 140  
 San Pedro, 1851 N. Gaffey St. Suite A  
 Santa Ana, 738 S. Harbor Blvd.  
 Santa Barbara, 134 E. Victoria St.  
 Santa Fe Springs, 11516 Telegraph Rd.  
 Santa Maria, 550 E. Betteravia Rd. Suite B  
 South Gate, 3530 Tweedy Blvd.  
 Van Nuys, 6550 Van Nuys Blvd.  
 Visalia, 1305 E. Noble Ave.  
 Watts, 1665 E. 103rd St.  
 Wilmington, 929 N. Avabn Blvd.

PLEASE MAKE CHECK PAYABLE TO "SoCalGas"