



Clay Faber - Director  
Regulatory Affairs  
8330 Century Park Court  
San Diego, CA 92123-1548

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April 28, 2014

**ADVICE LETTER 2596-E/2287-G**  
(U 902-M)

PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

**SUBJECT: REQUEST FOR APPROVAL OF GAS AND ELECTRIC FORM 101-01073,  
NOTICE OF SHUT-OFF (MAILED)**

San Diego Gas & Electric Company (SDG&E) hereby submits for approval with the California Public Utilities Commission (Commission) revisions to its electric and gas tariffs as shown in Attachments A and B, respectively.

**PURPOSE**

The purpose of this filing is to request approval from the Commission of a new gas and electric form, Form 101-01073, Notice of Shut-Off (Mailed). This form represents another option for informing the customer that if they don't pay their past due amount, their service could be disconnected.

**DISCUSSION**

Currently, SDG&E has employees in field who distribute 48 hour notices, i.e., those notices that inform the customer that if they don't pay their past due amount, their service could be disconnected. SDG&E intends to begin providing these customers this notice through the United States Postal Service™ (USPS) or by phone. ~~Electric Rule~~ <sup>Electric Rule</sup> allows the flexibility to make this change.

New Form 101-01073 provides additional information for customers regarding payment arrangements including: on-line, phone via BillMatrix, mobile phone app, and a link to a listing of authorized payment locations. Further, because SDG&E is no longer making a filed visit,

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<sup>1</sup> Electric Rule 11.3 states (in part) emphasis added: "For residential service, the Utility shall make a reasonable attempt to contact an adult person residing at the customer's residence either by telephone or by personal contact at least 24 hours prior to termination of service, except that, whenever telephone or personal contact cannot be accomplished, the Utility shall give, either by mail or in person, a notice of termination of service at least 48 hours prior to termination."

customers will not be charged \$9 as authorized by Gas and Electric Rules 9.E (Rendering and Payment of Bills).

SDG&E intends to implement mailing this form with the USPS "Certificate of Mailing" service. Certificate of mailing service provides evidence that mail has been presented to the USPS for mailing. Mailpieces with a Certificate of Mailing may not be placed in a Post Office mail drop or in a street letterbox. They must be accepted by a postal employee, most often at a Post Office.

This filing will not result in an increase or decrease in any rate or charge, conflict with any schedules or rules, nor cause the withdrawal of service.

### **EFFECTIVE DATE**

SDG&E believes this filing is subject to Energy Division disposition and should be classified as Tier 2 (effective after staff approval) pursuant to GO 96-B. SDG&E respectfully requests that this filing be approved effective May 28, 2014 -- 30 days from the date filed.

### **PROTEST**

Anyone may protest this Advice Letter to the California Public Utilities Commission. The protest must state the grounds upon which it is based, including such items as financial and service impact, and should be submitted expeditiously. The protest must be made in writing and must be received no later than May 18, 2014, which is within 20 days of the date this Advice Letter was filed with the Commission. There is no restriction on who may file a protest. The address for mailing or delivering a protest to the Commission is:

CPUC Energy Division  
Attention: Tariff Unit  
505 Van Ness Avenue  
San Francisco, CA 94102

Copies of the protest should also be sent via e-mail to the attention of the Energy Division at [EDtariffUnit@cpuc.ca.gov](mailto:EDtariffUnit@cpuc.ca.gov). A copy of the protest should also be sent via both e-mail and facsimile to the address shown below on the same date it is mailed or delivered to the Commission.

Attn: Megan Caulson  
Regulatory Tariff Manager  
8330 Century Park Court, Room 32C  
San Diego, CA 92123-1548  
Facsimile No. (858) 654-1879  
E-mail: [MCaulson@semprautilities.com](mailto:MCaulson@semprautilities.com)

### **NOTICE**

A copy of this filing has been served on the utilities and interested parties shown on the attached list, including R.10-02-005, by either providing them a copy electronically or by mailing them a copy hereof, properly stamped and addressed.

Address changes should be directed to SDG&E Tariffs by facsimile at (858) 654-1879 or by e-mail at [SDG&ETariffs@semprautilities.com](mailto:SDG&ETariffs@semprautilities.com).

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CLAY FABER  
Director - Regulatory Affairs

(cc list enclosed)

# CALIFORNIA PUBLIC UTILITIES COMMISSION

## ADVICE LETTER FILING SUMMARY ENERGY UTILITY

MUST BE COMPLETED BY UTILITY (Attach additional pages as needed)

Company name/CPUC Utility No. **SAN DIEGO GAS & ELECTRIC (U 902)**

Utility type:

ELC     GAS  
 PLC     HEAT     WATER

Contact Person: Megan Caulson

Phone #: (858) 654-1748

E-mail: mcaulson@semprautilities.com

### EXPLANATION OF UTILITY TYPE

ELC = Electric    GAS = Gas  
PLC = Pipeline    HEAT = Heat    WATER = Water

(Date Filed/ Received Stamp by CPUC)

Advice Letter (AL) #: 2596-E/2287-G

Subject of AL: Request for Approval of Gas & Electric Form 101-01073, Notice of Shut-Off (Mailed)

Keywords (choose from CPUC listing: Sample Forms)

AL filing type:  Monthly  Quarterly  Annual  One-Time  Other \_\_\_\_\_

If AL filed in compliance with a Commission order, indicate relevant Decision/Resolution #:

Does AL replace a withdrawn or rejected AL? If so, identify the prior AL: None

Summarize differences between the AL and the prior withdrawn or rejected AL<sup>1</sup>: N/A

Does AL request confidential treatment? If so, provide explanation: None

Resolution Required?  Yes  No

Tier Designation:  1  2  3

Requested effective date: 5/28/2014

No. of tariff sheets: 6

Estimated system annual revenue effect (%): N/A

Estimated system average rate effect (%): N/A

When rates are affected by AL, include attachment in AL showing average rate effects on customer classes (residential, small commercial, large C/I, agricultural, lighting).

Tariff schedules affected: Gas and Electric Form 101-01073, Table of Contents

Service affected and changes proposed<sup>1</sup>: No re

Pending advice letters that revise the same tariff sheets: None

**Protests and all other correspondence regarding this AL are due no later than 20 days after the date of this filing, unless otherwise authorized by the Commission, and shall be sent to:**

**CPUC, Energy Division  
Attention: Tariff Unit  
505 Van Ness Ave.,  
San Francisco, CA 94102  
EDTariffUnit@cpuc.ca.gov**

**San Diego Gas & Electric  
Attention: Megan Caulson  
8330 Century Park Ct, Room 32C  
San Diego, CA 92123  
mcaulson@semprautilities.com**

<sup>1</sup> Discuss in AL if more space is needed.

General Order No. 96-B  
ADVICE LETTER FILING MAILING LIST

cc: (w/enclosures)

Public Utilities Commission

DRA

S. Cauchois  
R. Pocta  
W. Scott

Energy Division

P. Clanon  
S. Gallagher  
D. Lafrenz  
M. Salinas

CA. Energy Commission

F. DeLeon  
R. Tavares

Alcantar & Kahl LLP

K. Cameron

American Energy Institute

C. King

APS Energy Services

J. Schenk

BP Energy Company

J. Zaiontz

Barkovich & Yap, Inc.

B. Barkovich

Bartle Wells Associates

R. Schmidt

Braun & Blaising, P.C.

S. Blaising

California Energy Markets

S. O'Donnell  
C. Sweet

California Farm Bureau Federation

K. Mills

California Wind Energy

N. Rader

Children's Hospital & Health Center

T. Jacoby

City of Poway

R. Willcox

City of San Diego

J. Cervantes  
G. Lonergan  
M. Valerio

Commerce Energy Group

V. Gan

CP Kelco

A. Friedl

Davis Wright Tremaine, LLP

E. O'Neill  
J. Pau

Dept. of General Services

H. Nanjo  
M. Clark

Douglass & Liddell

D. Douglass  
D. Liddell  
G. Klatt

Duke Energy North America

M. Gillette

Dynergy, Inc.

J. Paul

Ellison Schneider & Harris LLP

E. Janssen

Energy Policy Initiatives Center (USD)

S. Anders

Energy Price Solutions

A. Scott

Energy Strategies, Inc.

K. Campbell  
M. Scanlan

Goodin, MacBride, Squeri, Ritchie & Day

B. Cragg  
J. Heather Patrick  
J. Squeri

Goodrich Aerostructures Group

M. Harrington

Hanna and Morton LLP

N. Pedersen

Itsa-North America

L. Belew

J.B.S. Energy

J. Nahigian

Luce, Forward, Hamilton & Scripps LLP

J. Leslie

Manatt, Phelps & Phillips LLP

D. Huard  
R. Keen

Matthew V. Brady & Associates

M. Brady

Modesto Irrigation District

C. Mayer

Morrison & Foerster LLP

P. Hanschen

MRW & Associates

D. Richardson

Pacific Gas & Electric Co.

J. Clark  
M. Huffman  
S. Lawrie

E. Lucha

Pacific Utility Audit, Inc.

E. Kelly

San Diego Regional Energy Office

S. Freedman  
J. Porter

School Project for Utility Rate Reduction

M. Rochman

Shute, Mihaly & Weinberger LLP

O. Armi

Solar Turbines

F. Chiang

Sutherland Asbill & Brennan LLP

K. McCrea

Southern California Edison Co.

M. Alexander  
K. Cini  
K. Gansecki  
H. Romero

TransCanada

R. Hunter  
D. White

TURN

M. Hawiger

UCAN

D. Kelly

U.S. Dept. of the Navy

K. Davoodi  
N. Furuta

L. DeLacruz

Utility Specialists, Southwest, Inc.

D. Koser

Western Manufactured Housing

Communities Association

S. Dey

White & Case LLP

L. Cottle

Interested Parties

R.10-02-005

ATTACHMENT A  
ADVICE LETTER 2596-E

Cal. P.U.C. Sheet No.	Title of Sheet	Canceling Cal. P.U.C. Sheet No.
Original 24851-E	SAMPLE FORMS, FORM 101-01073, Sheet 1	
Revised 24852-E	TABLE OF CONTENTS, Sheet 1	Revised 24844-E
Revised 24853-E	TABLE OF CONTENTS, Sheet 13	Revised 24586-E



San Diego Gas & Electric Company  
San Diego, California

Original Cal. P.U.C. Sheet No. 24851-E

Canceling \_\_\_\_\_ Cal. P.U.C. Sheet No. \_\_\_\_\_

**SAMPLE FORMS**  
FORM 101-01073

Sheet 1

N  
N

Notice of Disconnect (Mailed)

(05/14)

(Please see Attached)

N  
N  
N

(Continued)

1P7

Advice Ltr. No. 2596-E

Decision No. \_\_\_\_\_

Issued by  
**Lee Schavrien**  
Senior Vice President  
Regulatory Affairs

Date Filed Apr 28, 2014

Effective \_\_\_\_\_

Resolution No. \_\_\_\_\_



Account:

Service Address:

Date Mailed:

### **This is the final notice before your service is shut off**

Your immediate attention is needed to avoid having your service shut off. Please pay \$XXX.XX before MM/DD/YY.

If your service is shut off for non-payment all past due amounts you owe must be paid before we can restore your service. You'll be billed for charges to re-establish service and you may be required to pay a deposit amount equal to twice the highest monthly SDG&E® bill in the past twelve months.

You can make your payment a number of different ways:

- Online at [sdge.com/myaccount](http://sdge.com/myaccount). There's no charge to pay online.
- On the phone by calling 1-800-386-0067. With BillMatrix you can use your Visa/MasterCard, Debit/ATM Card or electronic check.
- In person at one of our authorized payment locations or branch offices. Find one online at [sdge.com/residential/payment-locations](http://sdge.com/residential/payment-locations).
- With your phone using our mobile app. Visit [sdge.com/mobileapps](http://sdge.com/mobileapps) to get started.

Please have your account number handy if you decide to pay online or through BillMatrix. Your account number is at the top of this letter.

This is an urgent request so we ask that you please do not mail your payment. If your payment is returned because of insufficient funds, your service is subject to immediate shut off.

You may be eligible for financial assistance, our Level Pay Plan, payment arrangements and other income-qualified programs or discounts. Our Energy Service Specialists are here to help you. You can call us at 1-800-411-7343.

Si necesita ayuda para interpretar este aviso llámenos a 1-800-311-7343.

Please note – If you made a payment for the amount referenced above within the last few days or recently made a payment arrangement with us, please disregard this notice.

(Customer Name)  
(Customer Address)  
(City, State Zip)





**TABLE OF CONTENTS**

Sheet 1

The following sheets contain all the effective rates and rules affecting rates, service and information relating thereto, in effect on the date indicated herein.

	<u>Cal. P.U.C. Sheet No</u>
TITLE PAGE.....	16015-E
TABLE OF CONTENTS.....	24852, 23819, 24085, 24845, 24846, 24847, 24755-E 23244, 23510, 23511, 23485, 24756, 24853-E
<b>PRELIMINARY STATEMENT:</b>	
I. General Information.....	8274, 18225, 22140-E
<b>II. Balancing Accounts</b>	
Description/Listing of Accounts	19402, 20706-E
California Alternate Rates for Energy (CARE) Balancing Account.....	21639, 21640-E
Rewards and Penalties Balancing Account (RPBA).....	21643, 22802-E
Transition Cost Balancing Account (TCBA).....	22803, 19411, 22804, 22805, 19414-E
Post-1997 Electric Energy Efficiency Balancing Account (PEEEBA).....	19415, 19416-E
Research, Development and Demonstration (RD&D) Balancing Account.....	19417, 19418-E
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Energy Resource Recovery Account (ERRA).....	23826, 23827, 23828, 23829, 23830-E
Low-Income Energy Efficiency Balancing Account (LIEEBA).....	19431, 19432-E
Non-Fuel Generation Balancing Account (NGBA).....	23814, 23815, 23816, 23768-E
Electric Procurement Energy Efficiency Balancing Account (EPEEBA).....	19438-E
Common Area Balancing Account (CABA).....	19439-E
Nuclear Decommissioning Adjustment Mechanism (NDAM).....	22811-E
Pension Balancing Account (PBA).....	19441, 19442-E
Post-Retirement Benefits Other Than Pensions Balancing Account (PBOPBA).....	19443, 19444-E
Community Choice Aggregation Implementation Balancing Account (CCAIBA).....	19445-E

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Advice Ltr. No. 2596-E

Decision No. \_\_\_\_\_

Issued by  
**Lee Schavrien**  
Senior Vice President  
Regulatory Affairs

Date Filed Apr 28, 2014

Effective \_\_\_\_\_

Resolution No. \_\_\_\_\_



**TABLE OF CONTENTS**

Sheet 13

SAMPLE FORMS

<u>Form No.</u>	<u>Date</u>		<u>Cal. P.U.C. Sheet No.</u>
<u>Collection Notices (Continued)</u>			
101-00753/9	02-04	Closing Bill Transfer Notification.....	16952-E
101-00753/10	03-14	Payment Agreement Confirmation.....	24580-E
101-00753/11	02-04	ESP Reminder Notice – Payment Request for Past Due Bill .....	16954-E
101-00754	03-14	Final Notice Before Disconnection (mailed), Notice of Past Due	24581-E
101-01071	04-11	Closing Bill, and Notice of Past Due Closing Bill Final Notice.....	22330-E
101-01072	04-11	Notice of Disconnect (delivered).....	22331-E
101-01073	05-14	Notice of Shut-off (Mailed).....	24851-E
101-02171	05-10	Notice to Landlord - Termination of Tenant's Gas/Electric Service (two or more units) .....	21885-E
101-02172	03-14	Notice of Disconnect (MDTs).....	24582-E
101-2452G	02-04	Notice to Tenants - Request for Termination of Gas and Electric Service Customer Payment Notification.....	16959-E
<u>Operation Notices</u>			
101-2371	11-95	No Access Notice.....	8826-E
101-3052B	3-69	Temporary "After Hour" Turn On Notice .....	2512-E
101-15152B	3-69	Door Knob Meter Reading Card.....	2515-E
107-04212	4-99	Notice of Temporary Electric Service Interruption (English & Spanish).....	12055-E
115-00363/2	9-00	Sorry We Missed You.....	13905-E
115-002363	9-00	Electric Meter Test.....	13906-E
115-7152A		Access Problem Notice.....	3694-E
124-70A		No Service Tag.....	2514-E

N

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Advice Ltr. No. 2596-E

Decision No. \_\_\_\_\_

Issued by  
**Lee Schavrien**  
Senior Vice President  
Regulatory Affairs

Date Filed Apr 28, 2014

Effective \_\_\_\_\_

Resolution No. \_\_\_\_\_

ATTACHMENT B  
ADVICE LETTER 2287-G

Cal. P.U.C. Sheet No.	Title of Sheet	Canceling Cal. P.U.C. Sheet No.
Original 20492-G	SAMPLE FORMS, 101-01073, Sheet 1	
Revised 20493-G	TABLE OF CONTENTS, Sheet 1	Revised 20486-G
Revised 20494-G	TABLE OF CONTENTS, Sheet 8	Revised 20452-G



San Diego Gas & Electric Company  
San Diego, California

Original Cal. P.U.C. Sheet No. 20492-G

Canceling \_\_\_\_\_ Cal. P.U.C. Sheet No. \_\_\_\_\_

**SAMPLE FORMS**

Sheet 1

101-01073

N  
N

Notice of Disconnect (Mailed)

(05/14)

(Please see Attached)

N  
N  
N

(Continued)

1P5

Advice Ltr. No. 2287-G

Decision No. \_\_\_\_\_

Issued by  
**Lee Schavrien**  
Senior Vice President  
Regulatory Affairs

Date Filed Apr 28, 2014

Effective \_\_\_\_\_

Resolution No. \_\_\_\_\_



Account:

Service Address:

Date Mailed:

### **This is the final notice before your service is shut off**

Your immediate attention is needed to avoid having your service shut off. Please pay \$XXX.XX before MM/DD/YY.

If your service is shut off for non-payment all past due amounts you owe must be paid before we can restore your service. You'll be billed for charges to re-establish service and you may be required to pay a deposit amount equal to twice the highest monthly SDG&E® bill in the past twelve months.

You can make your payment a number of different ways:

- Online at [sdge.com/myaccount](https://sdge.com/myaccount). There's no charge to pay online.
- On the phone by calling 1-800-386-0067. With BillMatrix you can use your Visa/MasterCard, Debit/ATM Card or electronic check.
- In person at one of our authorized payment locations or branch offices. Find one online at [sdge.com/residential/payment-locations](https://sdge.com/residential/payment-locations).
- With your phone using our mobile app. Visit [sdge.com/mobileapps](https://sdge.com/mobileapps) to get started.

Please have your account number handy if you decide to pay online or through BillMatrix. Your account number is at the top of this letter.

This is an urgent request so we ask that you please do not mail your payment. If your payment is returned because of insufficient funds, your service is subject to immediate shut off.

You may be eligible for financial assistance, our Level Pay Plan, payment arrangements and other income-qualified programs or discounts. Our Energy Service Specialists are here to help you. You can call us at 1-800-411-7343.

Si necesita ayuda para interpretar este aviso llamenos a 1-800-311-7343.

Please note – If you made a payment for the amount referenced above within the last few days or recently made a payment arrangement with us, please disregard this notice.

(Customer Name)  
(Customer Address)  
(City, State Zip)



**TABLE OF CONTENTS**

Sheet 1

The following sheets contain all the effective rates and rules affecting rates, service and information relating thereto, in effect on the date indicated herein.

	<u>Cal. P.U.C. Sheet No.</u>
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II. Statement of Rates.....	11981, 20477, 20458, 20298, 20299, 16688-G
III. Cost Allocation and Revenue Requirement.....	17873, 20300, 17875, 19657, 14249, 7281-G
IV. <u>Balancing Accounts</u>	7489, 14250, 14251, 14252, 7493, 7494-G
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Balancing Account.....	15681, 15682-G
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Rewards & Penalties Balancing Account (RPBA)....	19262, 19510-G
Pension Balancing Account (PBA).....	15698, 17754-G
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Balancing Account (PGLIEEBA).....	15710, 15711-G
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Sheet 8

SAMPLE FORMS

(Continued)

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143-1560	02-03	Contracted Marketer Agreement.....	12172-E
143-1561	02-03	Notice by Contracted Marketer to Add or Delete Customers.....	12173-E
143-1562	02-03	Notice to Add or Change Contracted Marketer.....	12174-E
143-1563	02-03	Notice to Terminate a Contracted Marketer.....	12175-E
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101-363	04-98	Guarantor's Statement.....	8558-G
103-1750E	10-96	Return of Customer Deposit.....	1917-G
108-01214	- - -	Residential Meter Re-Read Verification.....	11536-G
110-00432	03-14	Form of Bill - Gas Service - Opening, Closing and Regular Monthly Statements.....	20444-G
110-00432/2	03-14	Form of Bill – Gas Service – Pink Past Due Format.....	20445-G
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101-00752	04-11	Final Notice Before Disconnect (delivered).....	18763-G
101-00753	03-14	Back of Urgent Notice Applicable to Forms 101-00753/1 through 101-00753/11.....	20446-G
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10100753/10	03-14	Payment Agreement Confirmation .....	20447-G
101-00753/11	04-11	ESP Reminder Notice - Payment Request for Past Due Bill.....	13563-G
101-00754	03-14	Final Notice Before Disconnection (mailed), Notice of Past Due Closing Bill, and Notice of Past Due Closing Bill Final Notice.....	20448-G
101-01071	04-11	Notice of Disconnect (delivered).....	18769-G
101-01072	04-11	Notice of Disconnect (MDTs).....	18770-G
101-01073	05-14	Notice of Shut-off (Mailed).....	20492-G
101-02171	08-10	Notice to Tenants -Termination of Gas/Electric Service (two or more units)	18367-G
101-02172	03-14	Notice to Tenants – Request for Termination of Gas and Electric Service..	20449-G
101-2452G	02-04	Customer Payment Notification.....	13567-G

N

(Continued)

8P7

Advice Ltr. No. 2287-G

Decision No. \_\_\_\_\_

Issued by  
**Lee Schavrien**  
Senior Vice President  
Regulatory Affairs

Date Filed Apr 28, 2014

Effective \_\_\_\_\_

Resolution No. \_\_\_\_\_