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May 7, 2014

CPUC Energy Division
Attention: Tariff Unit
505 Van Ness Avenue, Room 4005
San Francisco, CA 94102

Re: Substitute Sheet for SDG&E Advice Letter 2596-E/2287-G, Request for Approval of new Gas and Electric Form 101-01073, Notice of Shut-off (Mailed)

Please find enclosed the original and one copy of the first page of San Diego Gas & Electric's (SDG&E) Advice Letter (AL) 2596-E/2287-G. Subsequent to filing on April 28, 2014, SDG&E was requested to clarify treatment of its elderly and disabled customers as noted in the second paragraph of Rule 11.A.3, which states:

For elderly (age 62 and over) and handicapped* residential customers, the Utility shall provide at least 48 hours notice by telephone or visit; however, if personal contact cannot be made by telephone or visit, notice shall be posted in a conspicuous location at the service address at least 48 hours prior to termination.

* Certification from a licensed physician, public health nurse, or a social worker may be required by the Utility.

SDG&E hereby updates page 1 of AL 2596-E/2287-G to include the following clarification:

"Please note, in addition to receiving this new form, SDG&E's elderly (age 62 or over) and disabled customers, in accordance with Rule 11.A.3 second paragraph, will continue to receive a field visit or telephone call before disconnection. If personal contact cannot be made, the notice shall be posted in a conspicuous location at least 48 hours prior to disconnection."

An asterisk has been reflected in the upper right corner of the sheet referenced above.

The attached substitute sheet is being served to interested parties in R.10-02-005.

Sincerely,

Megan Caulson
Rates, Regulations & Tariffs



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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. Electric¹ allows the flexibility to make this change. Please note, in addition to receiving this new form, SDG&E's elderly (age 62 or over) and disabled customers, in accordance with Rule 11.A.3 second paragraph, will continue to receive a field visit or telephone call before disconnection. If personal contact cannot be made, the notice shall be posted in a conspicuous location at least 48 hours prior to disconnection.

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,

¹ Electric Rule 11.A.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."