



Rasha Prince
Director
Regulatory Affairs

555 W. Fifth Street, GT14D6
Los Angeles, CA 90013-1011
Tel: 213.244.5141
Fax: 213.244.4957
RPrince@semprautilities.com

July 3, 2014

Advice No. 4665
(U 904 G)

Public Utilities Commission of the State of California

Subject: Modifications to Rules Regarding Credit, Collection, and Disconnection Practices and Establishment of the Residential Disconnection Memorandum Account (RDMA), Pursuant to D.14-06-036

Purpose

In compliance with Decision (D.) 14-06-036, Southern California Gas Company (SoCalGas) respectfully submits this advice letter to the California Public Utilities Commission (Commission) to incorporate tariff changes and update Preliminary Statement, Part VI, Regulatory Accounts – Memorandum, to establish the Residential Disconnection Memorandum Account (RDMA) to record the incremental costs associated with implementing the programs in this decision, which approved the Residential Disconnection Settlement Agreement (Settlement Agreement), attached to the April 1, 2014 Joint Motion for Approval of Settlement Agreement filed in Rulemaking (R.) 10-02-005.

Background

On June 26, 2014 the Commission approved D.14-06-036, which approved the Settlement Agreement between SoCalGas, San Diego Gas & Electric (SDG&E), Pacific Gas and Electric (PG&E), Southern California Edison (SCE), the Office of Ratepayer Advocates (ORA), The Utility Reform Network (TURN), Center for Accessible Technology (CforAT), and The Greenlining Institute. The Settlement Agreement extends many disconnection and credit rules adopted by the Commission in D.10-12-051 and enacts new pilot program protocols to experiment with different customer communication techniques. In addition, the Settlement Agreement requires SoCalGas to incorporate, in its tariffs, certain provisions of the Settlement Agreement.

Specifically, Ordering Paragraph (OP) 2 of D.14-06-036 requires that:

Within seven days of the effective date of this decision, Pacific Gas and Electric, Southern California Edison, San Diego Gas & Electric, and Southern California Gas Company shall each file a Tier 1 Advice Letter, effective the date filed, implementing any change to its tariffs required by the Residential Disconnection Settlement Agreement.

Tariff Revisions

In compliance with D.14-06-036, SoCalGas makes the proposed revisions to the following Rules, which are summarized below:

- Rule No. 06, Establishment and Re-Establishment of Credit, Section C adds item 6 to exclude CARE customers from being subjected to re-establishment of credit deposits for late payments.
- Rule No. 07, Deposits, Section A revises the word “may” to “shall” to note that the amount of deposit required to establish or re-establish credit accounts shall be twice the average monthly bill. Section A is also revised to add that a CARE customer may be allowed to amortize payment of credit deposits for up to six months.
- Rule No. 09, Discontinuance of Service, Section C.4.e adds item 1 to include that vulnerable customers shall be provided at least 48 hours notice prior to termination of service and includes language to exclude vulnerable customers from paying a fee associated with field visits.
- Section C.4. adds item f, to provide that Utility field workers shall be trained to communicate with people having language disabilities about the availability of relay services for required communications.
- Section C.4 adds item g to include that where the Utility shall include with its Disconnection Notice multiple language, large print, inserts and/or leave behind documents to provide customers with direction and contact information. The customer may also request that the Utility provide the Disconnection Notice in Braille.
- Rule No. 12, Rendering and Payment of Bills, Section A.1 adds item a to include that at the request of the customer, the Utility will provide bills in Braille.

Section A.2 adds item a to include that the Utility will provide large print bills through its website for customers enrolled in “My Account,” and customers unable to access the website or view electronically presented bills may contact the Customer Contact Center for assistance.

Establishment of the RDMA

Consistent with Article 3.5 of the Settlement Agreement approved in D.14-06-036, SoCalGas establishes the RDMA to record actual incremental expenses associated with the provisions of the Settlement Agreement.

Protest

Anyone may protest this Advice Letter to the 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 within 20 days of the date this Advice Letter, which is July 23, 2014. 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

A copy of the protest should also be sent via e-mail to the attention of the Energy Division Tariff Unit (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: Sid Newsom
Tariff Manager - GT14D6
555 West Fifth Street
Los Angeles, CA 90013-1011
Facsimile No. (213) 244-4957
E-mail: snewsom@SempraUtilities.com

Effective Date

SoCalGas believes this Advice Letter is subject to Energy Division disposition and, in compliance with OP 2 of D.14-06-036 is classified as Tier 1 (effective pending disposition) pursuant to GO 96-B. Therefore, SoCalGas requests the tariff sheets filed herein be effective for service on and after July 3, 2014, the date filed.

Notice

A copy of this advice letter is being sent to SoCalGas' GO 96-B service list and the Commission's service list in R.10-02-005, Electric and Natural Gas Disconnection. Address change requests to the GO 96-B should be directed by electronic mail to tariffs@socalgas.com or call 213-244-3387. For changes to all other service lists, please contact the Commission's Process Office at 415-703-2021 or by electronic mail at Process_Office@cpuc.ca.gov

Rasha Prince
Director – Regulatory Affairs

Attachments

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. **SOUTHERN CALIFORNIA GAS COMPANY (U 904G)**

Utility type:

ELC GAS
 PLC HEAT WATER

Contact Person: Sid Newsom

Phone #: (213) 244-2846

E-mail: SNewsom@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) #: 4665

Subject of AL: Modifications to Rules Regarding Credit, Collection, and Disconnection Practices and Establishment of the Residential Disconnection Memorandum Account (RDMA), Pursuant to D.14 06-036

Keywords (choose from CPUC listing): Compliance; Non-Core

AL filing type: Monthly Quarterly Annual One-Time Other _____

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

D.14 06-036

Does AL replace a withdrawn or rejected AL? If so, identify the prior AL: No

Summarize differences between the AL and the prior withdrawn or rejected AL: N/A

Does AL request confidential treatment? If so, provide explanation: No

Resolution Required? Yes No

Tier Designation: 1 2 3

Requested effective date: 7/3/14

No. of tariff sheets: 19

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: Rule Nos. 06, 07, 09, and 12; Preliminary Statement VI; and TOCs

Service affected and changes proposed¹: N/A

Pending advice letters that revise the same tariff sheets: _____

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

Southern California Gas Company
Attention: Sid Newsom
555 West 5th Street, GT14D6
Los Angeles, CA 90013-1011
SNewsom@semprautilities.com
Tariffs@socalgas.com

¹ Discuss in AL if more space is needed.

ATTACHMENT A
Advice No. 4665

Cal. P.U.C. Sheet No.	Title of Sheet	Cancelling Cal. P.U.C. Sheet No.
Revised 50531-G	PRELIMINARY STATEMENT - PART VI - MEMORANDUM ACCOUNTS, DESCRIPTION AND LISTING OF MEMORANDUM ACCOUNTS, Sheet 1	Revised 50453-G
Original 50532-G	PRELIMINARY STATEMENT - PART VI - MEMORANDUM ACCOUNTS, RESIDENTIAL DISCONNECT MEMORANDUM ACCOUNT (RDMA), Sheet 1	
Revised 50533-G	Rule No. 06, ESTABLISHMENT AND RE- ESTABLISHMENT OF CREDIT, Sheet 1	Revised 46712-G
Revised 50534-G	Rule No. 06, ESTABLISHMENT AND RE- ESTABLISHMENT OF CREDIT, Sheet 2	Revised 41756-G Revised 46712-G
Revised 50535-G	Rule No. 07, DEPOSITS, Sheet 1	Revised 42168-G
Revised 50536-G	Rule No. 09, DISCONTINUANCE OF SERVICE, Sheet 2	Revised 41230-G
Revised 50537-G	Rule No. 09, DISCONTINUANCE OF SERVICE, Sheet 3	Revised 41230-G
Revised 50538-G	Rule No. 09, DISCONTINUANCE OF SERVICE, Sheet 4	Revised 41231-G
Revised 50539-G	Rule No. 09, DISCONTINUANCE OF SERVICE, Sheet 5	Revised 41231-G Revised 41232-G
Revised 50540-G	Rule No. 09, DISCONTINUANCE OF SERVICE, Sheet 6	Revised 41232-G Revised 41233-G
Revised 50541-G	Rule No. 09, DISCONTINUANCE OF SERVICE, Sheet 7	Revised 41233-G Revised 41234-G
Revised 50542-G	Rule No. 09, DISCONTINUANCE OF SERVICE, Sheet 8	Revised 41234-G Revised 41235-G
Revised 50543-G	Rule No. 12, RENDERING AND PAYMENT OF BILLS, Sheet 1	Original 43723-G Revised 41235-G
Revised 50544-G	Rule No. 12, RENDERING AND PAYMENT OF BILLS, Sheet 2	Revised 48628-G
Revised 50545-G	Rule No. 12, RENDERING AND PAYMENT OF BILLS, Sheet 3	Revised 48628-G Revised 42087-G
Revised 50546-G	TABLE OF CONTENTS	Revised 42087-G Original 42088-G
Revised 50547-G	TABLE OF CONTENTS	Revised 50164-G
Revised 50548-G	TABLE OF CONTENTS	Revised 50522-G
Revised 50549-G	TABLE OF CONTENTS	Revised 50492-G Revised 50493-G

PRELIMINARY STATEMENT - PART VI - MEMORANDUM ACCOUNTS
DESCRIPTION AND LISTING OF MEMORANDUM ACCOUNTS

Sheet 1

A. GENERAL

Memorandum accounts are special accounts authorized by the Commission for the purpose of tracking certain costs and revenues. Please refer to each individual memorandum account description for the specific accounting treatment applicable to each account.

B. LISTING OF MEMORANDUM ACCOUNTS

- PCB Expense Account (PCBEA)
- Research Development and Demonstration Expense Account (RDDEA)
- Curtailement Violation Penalty Account (CVPA)
- Economic Practicality Shortfall Memorandum Account (EPSMA)
- Catastrophic Event Memorandum Account (CEMA)
- Vernon Avoided Distribution Cost Memorandum Account (VADCMA)
- Vernon Negotiated Core Contract Memorandum Account (VNCCMA)
- Research Royalty Memorandum Account (RRMA)
- Intervenor Award Memorandum Account (IAMA)
- Z Factor Account (ZFA)
- Self-Generation Program Memorandum Account (SGPMA)
- FERC Settlement Proceeds Memorandum Account (FSPMA)
- Gain/Loss On Sale Memorandum Account (GLOSMA)
- Affiliate Transfer Fee Account (ATFA)
- Firm Access and Storage Rights Memorandum Account (FASRMA)
- System Reliability Memorandum Account (SRMA)
- Fire Hazard Prevention Memorandum Account (FHPMA)
- California Solar Initiative Thermal Program Memorandum Account (CSITPMA)
- Honor Rancho Storage Memorandum Account (HRSMA)
- Wildfire Expense Memorandum Account (WEMA)
- Natural Gas Appliance Testing Memorandum Account (NGATMA)
- Energy Savings Assistance Programs Memorandum Account (ESAPMA)
- General Rate Case Memorandum Account (GRCMA)
- Pipeline Safety and Reliability Memorandum Account (PSRMA)
- Aliso Canyon Memorandum Account (ACMA)
- Advanced Meter Opt-Out Program Memorandum Account (AMOPMA)
- Residential Disconnect Memorandum Account (RDMA)

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(TO BE INSERTED BY UTILITY)
 ADVICE LETTER NO. 4665
 DECISION NO. 14-06-036

ISSUED BY
Lee Schavrien
 Senior Vice President

(TO BE INSERTED BY CAL. PUC)
 DATE FILED Jul 3, 2014
 EFFECTIVE _____
 RESOLUTION NO. _____

PRELIMINARY STATEMENT - PART VI - MEMORANDUM ACCOUNTS
RESIDENTIAL DISCONNECT MEMORANDUM ACCOUNT (RDMA)

Sheet 1

1. Purpose

The RDMA is an interest bearing memorandum account recorded on SoCalGas' financial statements. The purpose of the RDMA is to record incremental costs associated in complying with Decision (D.)14-06-036, where the Commission approved the Residential Disconnection Settlement Agreement (Settlement Agreement) on credit, collection, and disconnections practices. SoCalGas is directed to seek recovery of any incremental costs resulting from the Settlement Agreement not currently recovered in any other proceeding. The RDMA is effective July 3, 2014, the date of the Tier 1 advice letter, and will continue through the term of the Settlement Agreement which ends on December 31, 2016.

2. Applicability

See Disposition section.

3. Rates

The balance in the RDMA will be included in gas rates upon Commission approval.

4. Accounting Procedures

SoCalGas shall maintain the RDMA by recording entries at the end of each month, net of applicable FF&U, as follows:

- a) A debit entry equal to the actual incremental costs and any capital-related costs (depreciation, return, and income and property taxes) associated with the provisions of the Settlement Agreement,
- b) An entry equal to the amortization of the RDMA balance as authorized by the Commission, and
- c) An entry equal to interest on the average of the balance in the account during the month, calculated in the manner described in Preliminary Statement, Part I, J.

5. Disposition

The disposition of the RDMA will be addressed in SoCalGas' next General Rate Case proceeding or other appropriate proceeding. Pursuant to D.14-06-036, SoCalGas is required to demonstrate the reasonableness of costs recorded in the RDMA for recovery in rates. Upon Commission approval, SoCalGas will amortize the RDMA balance in rates.

(Continued)

(TO BE INSERTED BY UTILITY)
ADVICE LETTER NO. 4665
DECISION NO. 14-06-036

ISSUED BY
Lee Schavrien
Senior Vice President

(TO BE INSERTED BY CAL. PUC)
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ESTABLISHMENT AND RE-ESTABLISHMENT OF CREDIT

A. ESTABLISHMENT OF CREDIT – RESIDENTIAL SERVICE

Before receiving residential service, each applicant shall be required to establish credit as follows:

1. By providing credit information to the satisfaction of the Utility; or
2. By making a cash deposit as prescribed in Rule No. 7; or
3. By furnishing a qualified guarantor to secure payment of bills as prescribed in Rule No. 7; or
4. By having been a residential customer within the last two years and having paid all bills for gas service in accordance with the provisions of Rule No. 9, for the most recent 12 consecutive months of such service, provided, however, the credit of the applicant is unimpaired in the opinion of the Utility.
5. By any of the above methods, tenants of single metered multi-family dwellings have the right to become Utility customers in place of the landlord who fails to pay the gas bill. The Utility may require that one (or more) applicant(s) assume responsibility to the Utility for such payments; such applicant(s) must be willing and able to assume responsibility for the entire account to the satisfaction of the Utility. In addition, where prior service is being considered as a condition for establishing such credit, residency in the multi-family dwellings for the immediately preceding 12 months and proof of prompt payment of rent for this same period of time shall be a satisfactory equivalent; or
6. By otherwise establishing credit to the satisfaction of the Utility.

B. ESTABLISHMENT OF CREDIT – NON-RESIDENTIAL SERVICE

Before receiving such service, each applicant shall be required to establish credit as follows:

1. By making a cash deposit as prescribed in Rule No. 7; or
2. By furnishing a qualified guarantor to secure payment of bills as prescribed in Rule No. 7; or
3. By having been a non-residential customer for a similar type of service within the last two years and having paid all bills for gas service in accordance with the provisions of Rule No. 9 for the most recent 12 consecutive months of such service, provided, however, that the credit of the applicant is unimpaired in the opinion of the Utility. The billing for gas consumed at the applicant's former service location shall have been equal to at least 50 percent of billing estimated for the new service location; or
4. By otherwise establishing credit to the satisfaction of the Utility.

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(TO BE INSERTED BY UTILITY)
ADVICE LETTER NO. 4665
DECISION NO. 14-06-036

ISSUED BY
Lee Schavrien
Senior Vice President

(TO BE INSERTED BY CAL. PUC)
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RESOLUTION NO. _____

Rule No. 06

Sheet 2

ESTABLISHMENT AND RE-ESTABLISHMENT OF CREDIT

(Continued)

C. RE-ESTABLISHMENT OF CREDIT – ALL CLASSES OF SERVICE

1. An applicant who is a former gas customer of the Utility and whose service was discontinued for nonpayment of bills at any time during the last 12 months of that service, may be required to re-establish credit by making a cash deposit in accordance with the provisions of Rule No. 7.
2. A current customer who fails to pay bills before becoming past due as set forth in Rule No. 9, may be required to pay such bills and to re-establish credit by making a cash deposit as prescribed in Rule No. 7. This rule will apply regardless of whether or not service has been discontinued for such nonpayment. Pursuant to D.10-10-032, small nonresidential service customers shall receive one warning letter per 12-month period prior to any deposit request after at least one late payment, which informs that a deposit to re-establish credit may be required if future payments are not made in a timely manner.
3. A customer using non-residential service may be required to re-establish credit at one or more of its locations in accordance with this Rule if the conditions of service or basis on which credit was originally established, in the opinion of the Utility, have materially changed or, the Utility believes, a condition of high risk exists.
4. Where the Utility has received information that a residential customer left another utility's service territory with an unpaid closing bill, the customer may be required, as a condition of continued service, to re-establish credit in accordance with this Rule.
5. Pursuant to D.10-10-032, small nonresidential service customers, shall not be subject to a reestablishment of service deposit when failure to pay results from charges that were backbilled.
6. Pursuant to D.14-06-036, CARE customers shall not be subject to re-establishment of credit deposits for late payments.

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(TO BE INSERTED BY UTILITY)

ADVICE LETTER NO. 4665
DECISION NO. 14-06-036

ISSUED BY

Lee Schavrien
Senior Vice President

(TO BE INSERTED BY CAL. PUC)

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RESOLUTION NO. _____

Rule No. 07
DEPOSITS

Sheet 1

A. AMOUNT TO ESTABLISH OR RE-ESTABLISH CREDIT

The amount of deposit required to establish or re-establish credit for both residential and nonresidential accounts shall be twice the average monthly bill as determined by the Utility.

At the discretion of the Utility a CARE customer may be allowed to amortize payment of credit deposits for up to six months, as prescribed in D.14-06-036.

B. RETURN OF DEPOSIT

1. Good Standing, Active Customer. When the customer has received continuous service and has paid gas bills on all of its accounts before becoming past due as set forth in Rule No. 9, for a period of 12 consecutive months and is an active customer, the Utility will return the deposit with interest as provided under Section C hereof. When eligible, the deposit is to be returned or applied to the customer's billing provided that the customer's credit would, thereafter, be otherwise established under Rule No. 6.
2. Customer-Initiated Termination of Service. When the customer has requested that the service be terminated, the deposit, plus any applicable interest, will be returned. In cases in which there are charges due the Utility for gas service to the customer, the deposit, plus any applicable interest, will be applied to such charges and any remaining amount will be returned to the customer.
3. Termination for Non-Payment of Bills. When the service is permanently terminated for non-payment of charges for gas service, the deposit will be applied to such charges and any remaining amount will be returned to the customer. Deposits will not be applied as payment for past due bills to avoid discontinuance of service.

C. INTEREST ON DEPOSIT

1. Except as provided in C.2 below, the Utility will pay interest, compounded monthly, at a rate of 1/12 of the interest rate on Commercial Paper (prime, 3 months), published the prior month in the Federal Reserve Statistical Release, H.15. Should publication of the interest rate on Commercial Paper (prime, 3 months) be discontinued, interest will so accrue at the rate of 1/12 of the interest rate on Commercial Paper, which most closely approximates the discontinued rate, and which is published the prior month in the Federal Reserve Statistical Release, H.15, or its successor publication.
2. No interest will be paid if service is temporarily or permanently discontinued for non-payment of bills within the past 12 months.

(TO BE INSERTED BY UTILITY)
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DECISION NO. 14-06-036

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Lee Schavrien
Senior Vice President

(TO BE INSERTED BY CAL. PUC)
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Rule No. 09
DISCONTINUANCE OF SERVICE

Sheet 2

(Continued)

C. NON-PAYMENT OF BILLS (Continued)

2. Past Due Notice (Continued)

b. Non-Residential. A non-residential customer's gas service may be discontinued for non-payment of a past due bill provided that a written notice of discontinuance has been issued and the past due amount has not been paid within seven calendar days of the issuance of the past due notice.

3. Third Party Notification. The Utility shall allow elderly (age 62 and over) and handicapped* customers, at their option, to designate a friend, family member, or public or private agency as a third party representative to receive a copy of the notice described in paragraph C.2. The Utility shall establish procedures to ensure that third parties consent to receive such notice, and that a copy of the notice is sent directly to a third party. The Utility shall inform all customers at least once annually of the availability of this service.

4. Reasonable Attempt to Contact Customers. Before residential service may be discontinued for non-payment of bills, the Utility shall make a reasonable attempt to personally contact an adult on the customer's premises prior to termination of service. This reasonable attempt to contact an adult on the customer's premises shall consist of:

- a. The Utility will solicit or verify customer telephone numbers when customers request that service be turned on, when customers contact the Utility for any type of service order or extension, and when the Utility contacts customers at the time of termination of service.
- b. At least two attempts will be made to personally contact an adult on the customer's premises in order to avoid discontinuance of service.
- c. Whenever telephone contact cannot be accomplished, the Utility shall give by mail a notice of termination of service at least 48 hours prior to termination. The Utility shall maintain a record of the mailed notice.
- d. At the time of termination of service, the Utility shall attempt to personally contact an adult on the customer's premises in order to avoid discontinuance of service.

(Continued)

(TO BE INSERTED BY UTILITY)
 ADVICE LETTER NO. 4665
 DECISION NO. 14-06-036

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Lee Schavrien
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Rule No. 09
DISCONTINUANCE OF SERVICE

Sheet 3

(Continued)

C. NON-PAYMENT OF BILLS (Continued)

4. Reasonable Attempt to Contact Customers (Continued)

- e. Where the Utility is aware that there is an elderly (age 62 and over) or handicapped* residential customer, the Utility shall provide at least 48 hours notice by telephone or by visit; however, if personal contact cannot be made, a notice shall be posted in a conspicuous location at the service address at least 48 hours prior to termination.
- l. Pursuant to D.14-06-036 effective until December 31, 2016, for vulnerable customers**, the Utility shall provide in-person visits within 48 hours prior to disconnection; however, if personal contact cannot be made, notice shall be posted in a conspicuous location at the service address. The utility shall not require any vulnerable customer who receives a field visit pursuant to Rule 9.C.4.e.1 to pay a fee associated with that field visit.
- f. Utility field workers shall be trained to communicate with people having language disabilities about the availability of relay services for required communications between the aforementioned customers and the Utility.
- g. Pursuant to D.14-06-036, the Utility shall include with its Disconnection Notice multiple language,*** large print inserts and/or leave behind documents (if a customer is not home during a field visit) to provide customers with direction and contact information on how to seek help.

At the request of the customer, the Utility shall provide its Disconnection Notices in Braille. Customers may request such format through the Customer Contact Center. The Braille Disconnection Notice shall also be mailed to customers who have requested bills in Braille. The Braille-translated Disconnection Notice will be in conjunction with the system-generated, non-Braille notice they receive and may not be received the same day. The collection cycle will be adjusted in the customer's favor to accommodate the timing difference of the Braille notice and non-Braille notice.

5. Termination in Error. In the event the Utility terminates service in error, such service shall be restored, without charge, as provided for in Rule No. 10.

* Certification from a licensed physician, public health nurse, or social worker may be required by the Utility.
 ** Vulnerable customers include elderly (age 62 and over), handicapped, and special needs profiled residential customers, including Medical Baseline, Life Support, and customers who self-certify that they have a serious illness.
 *** The languages provided will be consistent with Senate Bill 120, which includes English, Spanish, Chinese, Tagalog, Vietnamese, and Korean.

(Continued)

(TO BE INSERTED BY UTILITY)
 ADVICE LETTER NO. 4665
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DISCONTINUANCE OF SERVICE

(Continued)

C. NON-PAYMENT OF BILLS (Continued)

6. Termination Dispute for Core Customers

- a. Customer Contacts Utility. If the customer is temporarily unable to pay its bill, the customer may be eligible for payment arrangements not to exceed a period of 12 months. The customer must contact the Utility prior to the expiration date of any delinquency notice before termination of service to be eligible for payment arrangements. If arrangements are granted, the customer must comply with the agreement and pay all future bills on time in order to continue service. The Utility shall furnish information on the availability of various financial assistance programs to those customers who demonstrate an inability to pay their bill.
- b. Customer Contacts the Consumer Affairs Branch (CAB). If a payment arrangement is not extended, the customer may communicate in writing to the CAB of the California Public Utilities Commission (Commission), State Office Building, 505 Van Ness Avenue, Room 2003, San Francisco, CA 94102, e-mail: consumer-affairs@cpuc.ca.gov to make an informal complaint. This must be done prior to any delinquent notice expiration date to avoid interruption of service. The customer is not required to place a deposit with the Commission in a termination dispute.
- c. CAB Proposed Resolution. Within ten business days after receiving the informal complaint, the CAB will report its proposed resolution by letter both to the customer and the Utility.
- d. Formal Complaint. If the customer is not satisfied with the proposed resolution of the CAB, the customer may file no later than ten business days after the date of the CAB letter, a formal complaint with the Commission at the same address as listed above in C.6.b.
- e. Time Limits. If the customer fails to observe these time limits, the Utility will be entitled to payment, or, if the bill is not paid, to discontinue service.
- f. Service Not Discontinued. No customer's service may be discontinued while the Utility is investigating a complaint, or while the customer is complying with a payment arrangement, provided the customer also keeps the account current as charges accrue in each subsequent billing period.

- 7. Master Meter. When the Utility is aware that discontinuance of service to a master meter may deprive residential tenants of gas service, the Utility shall comply with the provisions of paragraph C.1. and C.2. In addition, the Utility shall give the tenants, not less than 15 calendar days prior to the date of discontinuance, notice of their right to become customers without obligation for the bills which have accrued on the master meter. The Utility may satisfy the notice required under this paragraph by posting two such notices at each access point and common areas on the premises when it is not practicable to post a notice on each tenant's door. The notice shall include the amount of the average monthly bill and the name, address and telephone number of a local legal service agency.

(Continued)

(TO BE INSERTED BY UTILITY)
 ADVICE LETTER NO. 4665
 DECISION NO. 14-06-036

ISSUED BY
Lee Schavrien
 Senior Vice President

(TO BE INSERTED BY CAL. PUC)
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 EFFECTIVE _____
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Rule No. 09
DISCONTINUANCE OF SERVICE

Sheet 5

(Continued)

C. NON-PAYMENT OF BILLS (Continued)

8. Payment Agreement. If a customer fails to comply with any payment agreement entered into under paragraph C.6.a. above, the Utility may discontinue service upon 24 hours notice or as otherwise provided in the payment agreement. Such notice shall not entitle the customer to further review by the Utility.
9. Unpaid Bill at a Previous Location. A customer's gas service may be discontinued for nonpayment of a bill for service of the same class rendered to the customer at a previous location served by the Utility, provided said bill is not paid within 19 calendar days after mailing to the new location, and provided further that the Utility has followed the notice requirements of paragraphs C.2. and C.4. at the current location for the bill incurred at the previous location.
10. Service to Multiple Locations. Any individual, firm or corporation failing to pay bills due for gas service rendered at one or more locations, within the time limits and subject to the procedures specified in this Rule, shall be subject without further notice to discontinuance of gas service at any or all locations where the Utility provides gas to such individual, firm or corporation, until such bills are paid and credit is reestablished. Residential service, however, may not be discontinued because of nonpayment of bills for other classes of service.
11. Serious Illness. Gas service to a residential customer will not be discontinued for nonpayment when the customer has established to the satisfaction of the Utility that such termination would be especially dangerous to the health* of anyone living at the residence served under the customer's bill; or the customer has established to the satisfaction of the Utility that someone living at such residence is elderly (62 or over) or handicapped*; and the customer establishes to the satisfaction of the Utility that he or she is unable to pay for such service in accordance with the provisions of the Utility's tariffs; and the customer is willing to set-up a payment arrangement, satisfactory to the Utility, as specified in paragraphs C.6. and C.8. above.
12. Customer Unable to Deliver Payment. If a customer who has received a notice of discontinuance of service under paragraph C.2. notifies the Utility prior to the expiration of such notice that because of infirmities of age and/or handicap, he or she is unable to deliver payment in time to avoid discontinuance of service, the Utility shall offer to make arrangements to collect payment at the customer's home. The customer's claim of infirmity shall be subject to verification by the Utility.
13. Weekends and Holidays. The Utility shall not, by reason of delinquency in payment for gas service, cause cessation of service on any Saturday, Sunday, legal holiday, or at any time during which the business offices of the Utility are not open to the public.

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

(Continued)

(TO BE INSERTED BY UTILITY)
ADVICE LETTER NO. 4665
DECISION NO. 14-06-036

ISSUED BY
Lee Schavrien
Senior Vice President

(TO BE INSERTED BY CAL. PUC)
DATE FILED Jul 3, 2014
EFFECTIVE _____
RESOLUTION NO. _____

Rule No. 09
DISCONTINUANCE OF SERVICE

Sheet 6

(Continued)

D. UNSAFE APPARATUS

1. Whenever the Utility determines that any part of a customer's services, appliances or apparatus are at any time unsafe, or that the utilization of gas by means thereof is prohibited or forbidden under authority of any law or municipal ordinance or regulation (until such law, ordinance or regulation shall be declared invalid by a court of competent jurisdiction), the Utility may refuse to serve, or may cease serving, such a customer until the customer shall put such part in good and safe condition and comply with all the laws, ordinances and regulations applicable thereto.
2. The Utility does not assume the duty of inspecting the customer's services, appliances or apparatus or any part thereof, and assumes no liability therefor. In the event that the customer finds the gas service to be defective, the customer is requested to immediately notify the Utility to this effect.

E. FRAUD – REFUSAL OR DISCONTINUANCE OF SERVICE

The Utility shall have the right to refuse to provide gas to, or on, any premises and at any time to discontinue service if found necessary to do so in order to protect itself against abuse or fraud.

The Utility may refuse or discontinue gas service if the acts of the applicant or the customer indicate an intent to evade the credit practices of the Utility or if the acts of the customer or conditions on the customer's premises indicate an intent to evade payment of a utility bill or the credit practices of the Utility. If an applicant or customer knowingly furnishes false, incomplete, misleading or inaccurate information or refuses to provide required information to the Utility, it shall be deemed to be an intent to evade the credit practices of the Utility. Upon written request of the applicant or customer, the Utility shall provide a written statement of the reason for such refusal or discontinuance.

F. UNAUTHORIZED USE

The Utility may discontinue service if the acts of the customer or the conditions upon the premises indicate an intent to deny the Utility full compensation for services rendered, including, but not limited to, tampering or unauthorized use. Discontinuance of service for non-payment of a bill for unauthorized use shall be in accordance with the provisions of section C above.

G. MULTILINGUAL SERVICE

The Utility shall provide a reasonable number of multilingual individuals to advise customers of termination policy where a substantial portion of the customers in the Utility's service area do not speak English.

(Continued)

(TO BE INSERTED BY UTILITY)
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DECISION NO. 14-06-036

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DISCONTINUANCE OF SERVICE

(Continued)

H. NONCOMPLIANCE WITH THE UTILITY'S TARIFFS

Except as otherwise specifically provided in this rule, the Utility may discontinue service to a customer for non-compliance with any of the Utility's effective tariffs, if, after written notice of at least 15 calendar days for residential customers and seven calendar days for non-residential customers, the customer has not complied with the notice.

This notice may be waived when, in the opinion of the Utility, either a dangerous condition has been discovered or a bonafide emergency is found to exist on a customer's premises, or in the case of a customer utilizing the service in such a manner as to make it dangerous for occupants of the premises, thus rendering the immediate discontinuance of service to the premises imperative.

I. USAGE OF SERVICE DETRIMENTAL TO OTHER CUSTOMERS

The Utility will not provide service to gas equipment, the operation of which will be detrimental to other gas service, and will discontinue gas service to any customer who continues to operate such equipment after being notified by the Utility to discontinue the operation.

J. FAILURE TO ESTABLISH OR RE-ESTABLISH CREDIT AFTER INSTITUTION OF SERVICE

1. If, at the request or convenience of a customer, the Utility institutes gas service to a customer prior to his having established credit (as provided in Rule No. 6) and if, within seven calendar days from such institution of service, said customer has not established credit, the Utility shall have the right, upon giving 15 calendar days written notice, and upon the customer's failure to establish credit within such notice period, to discontinue further service of gas. Exceptions to discontinuance of service are as limited by paragraphs C.4., 7., 10., 11. and 13.
2. If a non-residential customer does not provide information satisfactory to the Utility to re-establish credit, or fails to provide security as provided in Rule No. 6, the Utility shall have the right to discontinue service to that customer, after giving due notice.

K. TERMINATION OF SERVICE FOR FUMIGATIONS

1. Every person planning to conduct any fumigation, where a fumigator places a tent over any portion of a structure served with natural gas, shall contact the Utility to request a termination of gas service at least two business days prior to commencing the tenting of a structure. In cases where the Utility is unable to terminate the service on the date requested, the Utility shall contact the fumigator to arrange another date.
2. When the fumigation is complete and the structure is posted as suitable for occupancy (Certificate for Re-Entry), the Utility shall restore the gas service. The customer or their authorized agent is required to provide proof of Certificate for Re-Entry as a condition for reinstating gas service. The Utility shall offer a four-hour service appointment for restoring the gas service.

(Continued)

(TO BE INSERTED BY UTILITY)
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DISCONTINUANCE OF SERVICE

(Continued)

K. TERMINATION OF SERVICE FOR FUMIGATIONS (Continued)

- 3. Where the fumigator tents the structure without contacting the Utility to request a termination of the gas service, or where the fumigator performs the tenting prior to the Utility terminating the service, and the Utility discovers this condition, the Utility may immediately and without notice, terminate the gas service as an unsafe condition pursuant to Rule 9.D.1. Thereafter, the Utility may restore service; however, Utility may, at its sole discretion, charge and collect from the fumigator any costs incidental to the termination or restoration of service, where the fumigator has tented the structure without notifying the Utility to terminate gas service or tented before service had been terminated.
- 4. If the fumigator violates any of the provisions of Rule 9.K, the Utility shall submit written notice of the alleged violation directly to the violating Branch 1 registered company (pest control operator), with a copy to the Executive Officer of the Structural Pest Control Board and the Director of the Consumer Protection and Safety Division of the California Public Utilities Commission.
- 5. In compliance with D.08-07-046 which approved the Memorandum of Understanding between SoCalGas and the Pest Control Operators of California (PCOC), SoCalGas commits to the following:
 - a) When gas restoration is already offered on Saturdays, schedule the orders for the restoration service after 10:00 a.m.
 - b) Offer gas shut-off service on holidays during which the Utility is already operating under a standard work day.
 - c) Schedule gas shut-off service from 7:00 a.m. to 11:30 a.m.
 - d) If a Utility representative arrives at a PCOC work site to perform a gas shut-off and is unable to perform the shut-off, the Utility representative will immediately contact the Utility scheduling function, or if possible, the PCOC business associated with the shut-off, to attempt to accomplish the shut-off as scheduled.
 - e) Endeavor to address PCOC service issues on an ongoing basis, which shall include, at a minimum, holding in-person meetings with PCOC on no less than an annual basis.
 - f) Reserve the right to modify or discontinue any or all of the services described above; however, the Utility will meet and discuss the planned actions with PCOC prior to making any such changes.

(TO BE INSERTED BY UTILITY)

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Rule No. 12
RENDERING AND PAYMENT OF BILLS

Sheet 1

A. Rendering of Bills

1. Regular Bills. Bills for gas service will be rendered monthly, or as may otherwise be provided under applicable tariff schedules, and will be based on the measured quantity of gas delivered to the customer, except as provided in Section C below and as noted in Rule No. 14, Meter Reading, Section C.
 - a. Braille Bills. At the request of the customer, the Utility will provide bills in Braille. Customers may request such format through the Customer Contact Center. After the initial call is made, future bills will be sent automatically in Braille. Braille bills only translate specific, relevant payment-related information, not all other messages or non-payment related information.

2. Electronic Bills. At the mutual option of the customer and the Utility, the customer may elect to receive, view and pay regular bills for service electronically and no longer receive the paper bills. All legal and mandated notices and all charges that would have appeared on the paper bill will be provided with the electronic bill transmittal. Even if the Utility allows bill payment using a bill aggregator or by credit/debit card, responsibility for handling complaints about the bill still resides with the Utility. All notices for termination of service for non-payment will be delivered by a Utility visit or by U.S. Mail. Either party may discontinue electronic billing upon 30 days' notice. The Utility will not release confidential information, including financial information, to a third party without the customer's consent, unless such release is in accordance with Rule No. 42. The customer's consent shall be provided to the Utility either in writing or electronically.
 - a. The Utility will provide large print bills through its website for customers enrolled in "My Account." The Utility website will provide instructions for accessing and viewing the electronically produced bill in large font. Customers unable to access the internet or otherwise unable to view electronically presented bills may contact the Customer Contact Center for assistance.

3. Summary Billing. Summary Billing presents bills for customers with multiple accounts in a summarized bill. A customer will receive one bill each month for such a group of accounts. This option is available to both Residential and Non-residential customers.

Customers requesting Summary Billing must have a minimum of ten accounts. In addition, customers must have demonstrated an acceptable payment record (no more than two late payments in the past 12 months on any account), their accounts must be current at the time they begin Summary Billing, and they must not have been involuntarily terminated from Summary Billing within the past 12 months.

Once a customer has been placed on Summary Billing, the customer must maintain the minimum number of accounts required and an acceptable payment record as described above in order to remain eligible for Summary Billing.

(Continued)

(TO BE INSERTED BY UTILITY)
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 RESOLUTION NO. _____

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Rule No. 12
RENDERING AND PAYMENT OF BILLS

Sheet 2

(Continued)

B. Payment of Bills

1. Bills Due On Presentation. Bills are due and payable upon presentation. Such bills are the first notice to the customer that the amount shown is due and payable and when not timely paid, will become past due as provided for in Rule No. 9, Discontinuance of Service. Payment must be received at the office of the Utility or, at the Utility's option, by duly authorized collectors of the Utility.
2. Closing Bills Payable on Presentation. Special bills, bills rendered on vacation of premises, or bills rendered to persons discontinuing the service shall be paid on presentation.
3. Bills for Connection or Reconnection of Service and Deposits. Bills for connection or reconnection of service and payments of deposits or for reinstatement of deposits as required under the rules of the Utility must be paid before service will be connected or reconnected.
4. Payment Options. Payments for gas service may be made using the following options: cash, check, money order, auto debit, debit card, credit card, pay-by-phone, or electronically, as defined in Rule No. 1.

The Utility is not responsible for any transfer or transaction fee by a third party vendor for their services over and above the Utility bill charged to the customer. Customers choosing to use an alternative payment method, such as a bill aggregator or financial institution, may be charged a fee by the third party.

5. Dishonored Payment. If all or any portion of the amount to be paid is not honored, the Utility may bill the unpaid amount to the applicant's subsequent service or to the customer's present service. Such applicant or customer shall be deemed to have consented to such billing. Nonpayment of the amount so billed shall constitute nonpayment of the service or billing and will be subject to the provision for discontinuance of service as set forth in Rule No. 9.

A bill paid with a check that is subsequently dishonored will be subject to a \$7.50 Returned Check Service Charge. This charge will be added to the customer's bill for each occurrence. However, if a customer's check covers payment for other utility services in addition to payment for gas service, only one Returned Check Service Charge will be added to the customer's bill for each occurrence.

The Returned Check Service Charge shall also apply to all other forms of payment that are subsequently dishonored. This charge will be added to the customer's bill for each occurrence.

6. Refunds. If all or any portion of an amount paid must be refunded by the Utility, such refund may be made at the Utility's option by check or draft, or as credit on the customer's monthly Utility bill. The Utility will not refund electronic check, debit card, or credit card, payments made through a third party.

(Continued)

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DECISION NO. 14-06-036

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RENDERING AND PAYMENT OF BILLS

(Continued)

C. Level Pay Plan

Individually metered residential customers, residential master-metered customers, and core commercial and industrial customers using less than 3,000 therms per year who wish to minimize seasonal variations in monthly bills may elect to participate in the Level Pay Plan (LPP) under the following conditions:

1. Participation is subject to approval by the Utility.
2. The LPP year begins when the first LPP billing is rendered and extends for 11 subsequent months. Eligible customers may join the LPP in any month.
3. Participants must have maintained a satisfactory payment record or shall have otherwise qualified for credit to the satisfaction of the Utility.
4. Participants must have no outstanding arrears on their account at the time their LPP starts, or agree to amortize their arrears amount.
5. Participants may voluntarily withdraw from the LPP at any time upon notice to the Utility. However, any amounts due for usage over and above the LPP amounts already paid are then due and payable in accordance with the Utility's approved tariffs. Any credit for the LPP amounts paid in excess of actual charges will be applied to the customer's next regular monthly bill or will be refunded by check if so requested by the customer.
6. Participants are expected to pay the LPP amount shown due each month. Participants may be removed from the LPP if a bill containing a prior unpaid amount becomes past due as defined in Rule No. 9, Discontinuance of Service. Re-entry into the LPP will be contingent upon all past due amounts being paid.
7. The LPP amount will be one-twelfth of the annual bill, as estimated by the Utility, based on the customer's most recent 12 months billing history, or, if such billing information is not available, the available billing information for the premises will be used.
8. Participants' accounts are periodically reviewed and adjusted in order to reduce the likelihood of a large imbalance between actual charges and LPP charges.

(Continued)

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ISSUED BY
Lee Schavrien
Senior Vice President

(TO BE INSERTED BY CAL. PUC)
DATE FILED Jul 3, 2014
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RESOLUTION NO. _____

TABLE OF CONTENTS

RULES

<u>Rule Number</u>	<u>Title of Sheet</u>	<u>Cal. P.U.C. Sheet No.</u>
1	Definitions	43351-G,49722-G,45820-G,48489-G,45822-G,45368-G 45369-G,45370-G,45371-G,45372-G,45823-G,45824-G 45825-G,45826-G,45827-G,45828-G,45829-G,47192-G,45831-G
2	Description of Service	45832-G,45833-G,45834-G,45835-G 45836-G,45837-G,45838-G,49480-G,45840-G
3	Application for Service	35524-G,35525-G,35526-G
4	Contracts	35529-G,43366-G
5	Special Information Required on Forms	43456-G,43457-G
6	Establishment and Re-Establishment of Credit	50533-G,50534-G
7	Deposits	50536-G
9	Discontinuance of Service	41229-G,50536-G,50537-G,50538-G 50539-G,50540-G,50541-G,50542-G
10	Service Charges	39813-G,38903-G,45987-G,49741-G,49742-G
11	Disputed Bills	39418-G,39419-G
12	Rendering and Payment of Bills	50543-G,50544-G,50545-G,42089-G
13	Meters and Equipment	45841-G,45842-G
14	Meter Reading	42614-G,46061-G
15	Meter Tests	36872-G
16	Adjustment of Bills	42615-G,36874-G,36875-G
18	Notices	3889-G
19	Rates and Optional Rates	40825-G
20	Gas Main Extensions	47441-G,31801-G,38506-G,50096-G,32375-G,32376-G 42766-G,31807-G,37767-G,47442-G,37769-G,50097-G,49483-G
21	Gas Service Extensions	47443-G,31814-G,31815-G,31816-G,31817-G,31818-G 31819-G,31820-G,38510-G,31822-G,31823-G,31824-G,31825-G
22	Temporary Service	43783-G,43784-G
23	Continuity of Service and Interruption of Delivery	47351-G,47352-G,33041-G,33042-G,34021-G,33044-G 36622-G,33046-G,44940-G,44941-G,47353-G,50163-G
24	Supply to Individual Premises and Resale of Gas	39422-G,39925-G,39926-G
25	Company's Right of Ingress to and Egress from the Consumer's Premises	24655-G

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(Continued)

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 DECISION NO. 14-06-036

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 DATE FILED Jul 3, 2014
 EFFECTIVE _____
 RESOLUTION NO. _____

TABLE OF CONTENTS

The following listed sheets contain all effective Schedules of Rates and Rules affecting service and information relating thereto in effect on the date indicated thereon.

<u>GENERAL</u>	<u>Cal. P.U.C. Sheet No.</u>
Title Page	40864-G
Table of Contents--General and Preliminary Statement	50547-G,50548-G,50549-G
Table of Contents--Service Area Maps and Descriptions	41970-G
Table of Contents--Rate Schedules	50516-G,50517-G,50521-G
Table of Contents--List of Cities and Communities Served	50253-G
Table of Contents--List of Contracts and Deviations	50253-G
Table of Contents--Rules	50546-G,50490-G
Table of Contents--Sample Forms	50307-G,49608-G,49738-G,50333-G,49299-G

PRELIMINARY STATEMENT

Part I General Service Information	45597-G,24332-G,24333-G,24334-G,48970-G
Part II Summary of Rates and Charges	50494-G,50495-G,50496-G,50439-G,50440-G,50497-G 50368-G,46431-G,46432-G,49636-G,50498-G,50499-G,50500-G,50445-G
Part III Cost Allocation and Revenue Requirement	50446-G,50447-G,50448-G
Part IV Income Tax Component of Contributions and Advances	49749-G,24354-G
Part V Balancing Accounts	
Description and Listing of Balancing Accounts	49855-G
Purchased Gas Account (PGA)	49671-G,49672-G
Core Fixed Cost Account (CFCA)	50449-G,49710-G
Noncore Fixed Cost Account (NFCA)	49711-G,49308-G
Enhanced Oil Recovery Account (EORA)	49712-G
Noncore Storage Balancing Account (NSBA)	50450-G,50451-G
California Alternate Rates for Energy Account (CARE)	45882-G,45883-G
Hazardous Substance Cost Recovery Account (HSCRA)	40875-G, 40876-G,40877-G
Gas Cost Rewards and Penalties Account (GCRPA)	40881-G
Pension Balancing Account (PBA)	49309-G,49310-G
Post-Retirement Benefits Other Than Pensions Balancing Account (PBOPBA) .	49311-G,49312-G

(Continued)

(TO BE INSERTED BY UTILITY)
 ADVICE LETTER NO. 4665
 DECISION NO. 14-06-036

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 Senior Vice President

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 DATE FILED Jul 3, 2014
 EFFECTIVE _____
 RESOLUTION NO. _____

TABLE OF CONTENTS

(Continued)

PRELIMINARY STATEMENT (Continued)

Part V Balancing Accounts (Continued)

Research Development and Demonstration Gas Surcharge Account (RDDGSA) 40888-G
 Demand Side Management Balancing Account (DSMBA) 45194-G,41153-G
 Direct Assistance Program Balancing Account (DAPBA) 40890-G
 Integrated Transmission Balancing Account (ITBA) 49313-G
 Compressor Station Fuel and Power Balancing Account (CFPBA) 50452-G
 Distribution Integrity Management Program Balancing Account (DIMPBA) 49314-G
 Rewards and Penalties Balancing Account (RPBA) 49315-G,49316-G
 On-Bill Financing Balancing Account (OBFBA) 45195-G
 Company Use Fuel for Load Balancing Account (CUFLBA) 45279-G
 Backbone Transmission Balancing Account (BTBA) 47342-G,47163-G
 Advanced Metering Infrastructure Balancing Account (AMIBA) 46058-G,46059-G,46060-G
 New Environmental Regulation Balancing Account (NERBA)) 49345-G,49346-G,49347-G
 Transmission Integrity Management Program Balancing Account (TIMPBA) 49348-G
 Post-2011 Distribution Integrity Management Program
 Balancing Account (Post-2011 DIMPBA) 49349-G
 Compression Services Balancing Account (CSBA) 48857-G
 Biogas Conditioning/Upgrading Services Balancing Account (BCSBA) 49864-G
 Master Meter Balancing Account (MMBA) 50336-G

Part VI Memorandum Accounts

Description and Listing of Memorandum Accounts 50531-G
 PCB Expense Account (PCBEA) 49317-G
 Research Development and Demonstration Expense Account (RDDEA) 49318-G
 Curtailment Violation Penalty Account (CVPA) 50454-G
 Economic Practicality Shortfall Memorandum Account (EPSMA) 40896-G
 Catastrophic Event Memorandum Account (CEMA) 40897-G,40898-G
 Vernon Avoided Distribution Cost Memorandum Account (VADCMA) 40899-G
 Vernon Negotiated Core Contract Memorandum Account (VNCCMA) 40901-G
 Research Royalty Memorandum Account (RRMA) 49319-G
 Intervenor Award Memorandum Account (IAMA) 40904-G
 Z Factor Account (ZFA) 40905-G
 Self-Generation Program Memorandum Account (SGPMA) 41105-G
 FERC Settlement Proceeds Memorandum Account (FSPMA) 45756-G
 Gain/Loss on Sale Memorandum Account (GLOSMA) 42133-G
 Affiliate Transfer Fee Account (ATFA) 40919-G
 Firm Access and Storage Rights Memorandum Account (FASRMA) 49320-G,49321-G
 System Reliability Memorandum Account (SRMA) 49673-G
 Fire Hazard Prevention Memorandum Account (FHPMA) 49322-G

(Continued)

(TO BE INSERTED BY UTILITY)
 ADVICE LETTER NO. 4665
 DECISION NO. 14-06-036

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 DATE FILED Jul 3, 2014
 EFFECTIVE _____
 RESOLUTION NO. _____

TABLE OF CONTENTS

(Continued)

PRELIMINARY STATEMENT (Continued)

Part VI Memorandum Accounts (Continued)

Disconnect Memorandum Account (DMA) 45738-G
 California Solar Initiative Thermal Project Memorandum Account (CSITPMA) 45977-G
 Honor Rancho Storage Memorandum Account (HRSMA) 50455-G,50456-G
 Wildfire Expense Memorandum Account (WEMA) 46336-G
 Natural Gas Appliance Testing Memorandum Account (NGATMA) 49323-G
 Environmental Fee Memorandum Account (EFMA) 49324-G
 Energy Savings Assistance Programs Memorandum Account (ESAPMA) 48286-G
 General Rate Case Memorandum Account (GRCMA) 49325-G
 Pipeline Safety and Reliability Memorandum Account (PSRMA) 48111-G
 Aliso Canyon Memorandum Account (ACMA) 49759-G
 Advanced Meter Opt-Out Program Memorandum Account (AMOPMA) 50167-G
 Residential Disconnect Memorandum Account (RDMA) 50532-G

N

Part VII Tracking Accounts

Description and Listing of Tracking Accounts 49865-G
 Other Hazardous Substance Tracking Account (OHSTA) 40921-G
 Vernon Revenue Tracking Account (VRTA) 40926-G
 Montebello True-Up Tracking Account (MTTA) 40927-G
 Native Gas Tracking Account (NGTA) 42598-G
 Compression Services Tracking Account (CSTA) 49857-G
 Biogas Conditioning/Upgrading Services Tracking Account (BCSTA) 49866-G
 Aliso Canyon True-Up Tracking Account (ACTTA) 49761-G,49762-G

Part VIII Gas Cost Incentive Mechanism (GCIM) 45890-G,45891-G,42774-G,45892-G
 50339-G,42777-G

Part IX Hazardous Substances Mechanism (HSM) 48973-G,26200-G,26201-G

Part XI Performance Based Regulation (PBR) 49326-G,49327-G,49328-G,49329-G
 49330-G,49331-G,50457-G,49333-G,49334-G
 49335-G,50458-G,49337-G,49338-G,49339-G,49340-G

Part XII Gain/Loss On Sale Mechanism 42134-G,42135-G,42136-G,42137-G,42138.1-G

Part XIII Native Gas Program Mechanism (NGPM) 42599-G, 42600-G, 42601-G, 42602-G
 42603-G, 42604-G, 42605-G

Part XIV Cost of Capital Mechanism (CCM) 4982-G

(Continued)

(TO BE INSERTED BY UTILITY)
 ADVICE LETTER NO. 4665
 DECISION NO. 14-06-036

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