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July 10, 2014

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

Re: **Substitute Sheet for SoCalGas' Advice No. (AL) 4665**

Attached are an original and one copy of the substitute sheet for AL 4665, Modifications to Rules Regarding Credit, Collection, and Disconnection Practices and Establishment of the Residential Disconnection Memorandum Account (RDMA), Pursuant to D.14-06-036.

In SoCalGas' AL 4665, filed on July 3, 2014, SoCalGas inadvertently omitted adding a sentence to its Rule No. 09, Discontinuance of Service, which was part of the Settlement Agreement that was approved by D.14-06-036. The following language was added to Section C.12 of Rule No. 09, Sheet 5 (Cal. CPUC Sheet No. 50539-G\*):

Payments collected at a vulnerable customer's home may be made using the following options: cash, check, or money order.

Please discard the previously submitted version of the attached sheet. I apologize for the inconvenience this may have caused.

Sincerely,

/s/ Ray B. Ortiz

Ray B. Ortiz  
Senior Tariff Administrator

Attachment

cc: All recipients of SoCalGas AL 4665

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.

Payments collected at a vulnerable customer's home may be made using the following options: cash, check, or money order.

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 Jul 3, 2014  
RESOLUTION NO. \_\_\_\_\_