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July 3, 2014

ADVICE LETTER 2616-E / 2305-G
(U 902-M)

PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

SUBJECT: MODIFICATIONS TO PRELIMINARY STATEMENTS REGARDING CREDIT, COLLECTION AND DISCONNECTION PRACTICES AND ESTABLISHMENT OF THE RESIDENTIAL DISCONNECT MEMORANDUM ACCOUNT (RDMA) PURSUANT TO DECISION (D.) 14-06-036

PURPOSE

In compliance with Decision (D.) 14-06-036, San Diego Gas & Electric ("SDG&E") respectfully submits this advice letter to the California Public Utilities Commission ("Commission") to incorporate tariff changes and revise its electric and gas Preliminary Statements to establish the Residential Disconnect Memorandum Account (RDMA) to record the incremental costs associated with implementing the programs in this decision, which approves 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.

DISCUSSION

On June 26, 2014 the Commission approved D.14-06-036, which approved the Settlement Agreement between SDG&E, Southern California Gas Company (SoCalGas), 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 SDG&E 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, SDG&E makes the proposed revisions to the following Electric and Gas 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.1 revises the language of “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 item 3 where a CARE customer may be allowed to amortize payment of credit deposits for up to six months.

Rule No. 09, 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.

Rule No. 11, Discontinuance of Service, Section A.3 adds language to note 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 its Disconnection Notice in Braille. It also includes that Utility field workers shall be trained to communicate with people having language disabilities about the availability of relay services for required communications.

Section A.3 add item a to include vulnerable customers that shall be provided in-person visits within five business days prior to termination of service and includes language to exclude vulnerable customers from paying a fee associated with field visits.

Establishment of the RDMA

Consistent with Article 3.5 of the Settlement Agreement approved in D.14-06-036, SDG&E is establishing the RDMA for both electric and gas tariffs in order to record actual incremental expenses associated with the provisions of the Settlement Agreement.

PROTESTS

Anyone wishing to protest this filing may do so by letter sent via U.S. mail, by facsimile or electronically, any of which must be received no later than July 23, 2014, which is 20 days after the date of this filing. Protests should be mailed to:

CPUC Energy Division
Tariff Files, Room 4005
DMS Branch
505 Van Ness Avenue
San Francisco, California 94102
Facsimile: (415) 703-2200
E-mail: EDTariffUnit@cpuc.ca.gov

Copies of protests also should be mailed to the attention of the Director, Energy Division, Room 4004, at the address shown above. The protest also should be sent via U.S. mail (and by facsimile and electronically, if possible) to SDG&E at 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

EFFECTIVE DATE

SDG&E believes this filing is subject to Energy Division disposition and should be classified as Tier 1 (effective pending disposition) pursuant to GO 96-B and D.14-06-036. SDG&E respectfully requests that this filing become effective on July 3, 2014, which is the date of this filing.

NOTICE

In accordance with General Order 96-B, Section IV, a copy of this advice letter is being sent electronically and via U.S. mail to parties shown on the attached list and the parties on the service list for R.10-02-005.

Address changes to the General Order 96-B service list should be directed to SDG&E at Tariffs by facsimile at (858) 654-1879 or by e-mail to SDG&ETariffs@semprautilities.com.

For changes to any other service list, please contact the Commission's Process Office at (415) 703-2021 or at Process_Office@cpuc.ca.gov. Send all electronic approvals to SDG&ETariffs@semprautilities.com.

CLAY FABER
Director – Regulatory Affairs

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: Joff Morales

Phone #: (858) 650-4098

E-mail: jmorales@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) #: 2616-E/2305-G

Subject of AL: Modification to Preliminary Statements Regarding Credit, Collection and Disconnection Practices and Establishment of the Residential Disconnect Memorandum Account (RDMA) Pursuant to Decision (D.) 14-06-036

Keywords (choose from CPUC listing): Memorandum Account, Tariffs, Disconnection

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: None

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

Does AL request confidential treatment? If so, provide explanation: N/A

Resolution Required? Yes No

Tier Designation: 1 2 3

Requested effective date: 7/3/2014

No. of tariff sheets: 21

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: Attachment A & B

Service affected and changes proposed: N/A

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

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

cc: (w/enclosures)

Public Utilities Commission

DRA

Y. Schmidt
W. Scott

Energy Division

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

CA. Energy Commission

F. DeLeon
R. Tavares

Alcantar & Kahl LLP

K. Harteloo

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

CCSE

S. Freedman
J. Porter

Children's Hospital & Health Center

T. Jacoby

City of Chula Vista

M. Meacham
E. Hull

City of Poway

R. Willcox

City of San Diego

J. Cervantes
G. Lonergan
M. Valerio

Commerce Energy Group

V. Gan

Constellation New Energy

W. Chen

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

Dynegy, 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

OnGrid Solar

Andy Black

Pacific Gas & Electric Co.

J. Clark
M. Huffman
S. Lawrie
E. Lucha

Pacific Utility Audit, Inc.

E. Kelly

R. W. Beck, Inc.

C. Elder

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. Florio
M. Hawiger

UCAN

M. Shames

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 in

R.10-02-005

ATTACHMENT A
ADVICE LETTER 2616-E

Cal. P.U.C. Sheet No.	Title of Sheet	Canceling Cal. P.U.C. Sheet No.
Original 25227-E	PRELIMINARY STATEMENT, III. MEMORANDUM ACCOUNTS, RESIDENTIAL DISCONNECT MEMORANDUM ACCOUNT (RDMA), Sheet 1	
Revised 25228-E	RULE 6, ESTABLISHMENT AND RE-ESTABLISHMENT OF CREDIT, Sheet 2	Revised 22128-E
Revised 25229-E	RULE 7, DEPOSITS, Sheet 1	Revised 22315-E
Revised 25230-E	RULE 9, RENDERING AND PAYMENT OF BILLS, Sheet 1	Revised 23297-E
Revised 25231-E	RULE 11, DISCONTINUANCE OF SERVICE, Sheet 1	Revised 22212-E
Revised 25232-E	RULE 11, DISCONTINUANCE OF SERVICE, Sheet 2	Revised 19691-E
Revised 25233-E	RULE 11, DISCONTINUANCE OF SERVICE, Sheet 3	Revised 19692-E
Revised 25234-E	TABLE OF CONTENTS, Sheet 1	Revised 24940-E
Revised 25235-E	TABLE OF CONTENTS, Sheet 3	Revised 24574-E
Revised 25236-E	TABLE OF CONTENTS, Sheet 7	Revised 24755-E



PRELIMINARY STATEMENT

Sheet 1

**III. MEMORANDUM ACCOUNTS
RESIDENTIAL DISCONNECT MEMORANDUM ACCOUNT (RDMA)**

1. Purpose

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 disconnection practices. SDG&E 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 effective date of the Tier 1 advice letter filing and will continue through the term of the Settlement Agreement which ends on December 31, 2016.

2. Applicability

This account shall apply to all electric customers except those specifically excluded by the Commission.

3. Rates

The RDMA does not have a separate rate component.

4. Accounting Procedures

The Utility shall maintain the RDMA by recording entries at the end of each month as follows:

- a. A debit entry equal to the actual incremental costs and any capital-related costs (i.e., depreciation, return, and taxes) associated with the provisions of the Settlement Agreement;
- b. A debit entry equal to the field visit fee not charged to Vulnerable Customers per section 4.1 of the Settlement Agreement;
- c. An entry to reflect any transfers to or from other regulatory accounts as authorized by the Commission; and
- d. An entry equal to interest calculated on the average of the balance in this account at the beginning of the month and the balance in this account after the above entries, at a rate equal to one-twelfth of the interest rate on the three-month Commercial Paper for the previous month, as reported in the Federal Reserve Statistical Release, H.15, or its successor publication.

5. Disposition

The disposition of the RDMA will be addressed in SDG&E's next General Rate Case proceeding or other appropriate proceeding. Pursuant to D.14-06-036, SDG&E is required to demonstrate the reasonableness of costs recorded in the RDMA for recovery in rates. Upon Commission approval, SDG&E will transfer the RDMA balance to an appropriate balancing account for amortization in rates.

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Advice Ltr. No. 2616-E

Decision No. D.14-06-036

Issued by
Lee Schavrien
Senior Vice President
Regulatory Affairs

Date Filed Jul 3, 2014

Effective Jul 3, 2014

Resolution No. _____

N
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N
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RULE 6

ESTABLISHMENT AND RE-ESTABLISHMENT OF CREDIT

C. Re-establishment of Credit – All Classes of Service

1. An applicant who is a former customer of the Utility and whose service has been discontinued for nonpayment of bills at any time during the last 12 months of service may be required to re-establish credit by making a cash deposit as prescribed in Rule 7.
2. A current customer who fails to pay bills before becoming past due as set forth in Rule 11, may be required to pay such bills and to re-establish credit by making a cash deposit as prescribed in Rule 7. This Rule will apply regardless of whether or not service has been disconnected for such non-payment; except, a Small Business Customer, as defined in Rule 1, may not be required to reestablish credit if such bills are for retroactive charges resulting from a meter error or billing error as prescribed in Rule 18. Pursuant to D.10-10-032, small business customers shall receive one warning letter per 12-month period after at least one late payment and prior to any deposit request from the Utility. Such letter shall inform the customer that a deposit to re-establish credit may be required if another late payment occurs within the same twelve-month period.
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 Business customers shall not be subject to a reestablishment of service deposit when failure to pay results from charges that were backbilled in the prior three months.
6. Pursuant to D.14-06-036, CARE/FERA customers shall not be subject to re-establishment of credit deposits for late payments.

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Advice Ltr. No. 2616-E

Decision No. D.14-06-036

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Lee Schavrien
Senior Vice President
Regulatory Affairs

Date Filed Jul 3, 2014

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Resolution No. _____



RULE 7
DEPOSITS

A. Amount of Deposit

1. The amount of deposit required to establish credit for a residential account or Small Business Customer, as defined in Rule 1, shall not exceed twice the average monthly bill as determined by the Utility. The amount of deposit required to re-establish credit for a residential account, shall be calculated at twice the average monthly bill as determined by the Utility. Re-establishment deposits for Small Business Customers shall not exceed twice the average monthly bill as determined by the Utility.
2. The amount of deposit required to establish or re-establish credit for a non-residential account that does not otherwise qualify as a Small Business Customer, as defined in Rule 1, shall not exceed twice the maximum monthly bill as determined by the Utility.
3. At the discretion of the Utility a CARE/FERA customer may be allowed to amortize payment of credit deposits for up to six months, as prescribed in D.14-06-036.

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B. Return of Deposit

1. Good Standing, Active Customer. When the customer has received continuous service and has paid electric bills on all of its accounts before becoming past due as set forth in Rule 11, 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 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 electric 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 electric 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.

(Continued)

<i>1C12</i>		Issued by	Date Filed	Jul 3, 2014
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Decision No.	<u>D.14-06-036</u>	Senior Vice President Regulatory Affairs	Resolution No.	_____



RULE 9

RENDERING AND PAYMENT OF BILLS

A. Rendering of Bills

1. Regular Bills. Bills for electric service will be rendered monthly or as may otherwise be provided under applicable tariff schedules and will be based on the measured quantity of electricity delivered to the customer, except as provided in Section C below and as noted in Rule 17, 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 customer request 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 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 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 Electric Rule 33. The customer consent shall be provided to the Utility either in writing or electronically.

a. The Utility will provide large print bills through their websites 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.

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.

Direct Access customers electing the UDC consolidated or Dual Billing option are eligible for the Utility's Summary Billing. Direct Access customers who elect UDC Consolidated Billing must have the approval of their ESP for the Utility to provide Summary Billing. Community Choice Aggregation customers are eligible for the Utility's Summary Billing.

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.

4. Optional Billing Schedule. The Utility, at its discretion, may provide customers with the option to choose a specific day of the month on which their bill is due, regardless of the meter reading date. A customer choosing this option will be billed a one time fee of \$15.00 plus an annual fee of \$15.00 plus 1% of the total annual bill for the previous 12-month period. This service is subject to resource availability.

(Continued)

1C13	Issued by	Date Filed	Jul 3, 2014
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Decision No.	<u>D.14-06-036</u>	Senior Vice President	<u>Jul 3, 2014</u>
	Regulatory Affairs	Resolution No.	_____



RULE 11

Sheet 1

DISCONTINUANCE OF SERVICE

A. Non-Payment of Bills

1. Past Due Date. Bills for residential electric service are due and payable upon presentation. Such bills are the first notice to the customer that the amount shown is due and payable. Residential bills will become past due if not paid within 19 days of the date mailed; non-residential bills will become past due if not paid within 15 days from the date mailed. Payment shall be received at the office of the Utility, or by an authorized agent of the Utility.
2. Past Due Notice
 - a. Residential. The Utility may mail to any residential customer a notice that a bill is past due after the expiration of the applicable period specified in paragraph A.1. The notice that a bill is past due shall state that if the customer is unable to pay the bill by the final date (15 calendar days after the date of mailing of said notice), the customer should contact the Utility to discuss payment arrangements to avoid discontinuance of service. If the bill is not paid, or payment arrangements have not been made by the final date, service may be discontinued for non-payment. A customer's deposit to establish credit will not be used as payment to avoid discontinuance of service. A minimum of 34 days shall elapse between the date of billing and the date of discontinuance.
 - b. Non-Residential. A non-residential customer's electric 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. Reasonable Attempt to Contact Customers. 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.

For elderly (age 62 and over) and handicapped* residential customers, the Utility shall provide at least 48 hour 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.

- a. Pursuant to D.14-06-036 effective until December 31, 2016, for vulnerable customers**, the Utility shall provide in-person visits within five business days 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 11.A.3.a to pay a fee associated with that field visit.

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.

* Certification from a licensed physician, public health nurse, or a 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.

(Continued)

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RULE 11

DISCONTINUANCE OF SERVICE

A. Non-Payment of Bills (Continued)

Pursuant to D.14-06-036, the utility shall include with the 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 the direction and contact information on how to seek help.

The Utility shall provide notices of termination in Braille upon the request of the customer. Customers may request such format through a call center agent. Braille notices of termination shall also be mailed to customers who have requested bills in Braille. The Braille-translated 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 customers' favor to accommodate the timing difference of the Braille notice and non-Braille notice.

4. Third Party Notification. The Utility shall allow elderly (age 62 or older) 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. 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.

5. Payment Agreement. If a residential customer fails to comply with a payment agreement, the Utility shall not terminate service without giving notice to the customer at least 48 hours prior to termination, of the conditions the customer is required to meet to avoid termination; but, such notice shall not entitle the customer to further investigation by the Utility.

6. Termination Dispute for Residential Customers.

a. Customer Contacts Utility. If the customer is temporarily unable to pay its bill, the customer may be eligible for payment arrangements. 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 addresses as listed above in A.6.b.

*** The languages provided will be consistent with SB 120, which includes English, Spanish, Chinese, Tagalog, Vietnamese, and Korean.

(Continued)



RULE 11

Sheet 3

DISCONTINUANCE OF SERVICE

A. Non-Payment of Bills (Continued)

- 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. Individually-Metered Residential Tenant. Discontinuance of service to a residential tenant in a multiunit residential structure who is individually metered by the Utility and it is known to the Utility that service is in the name of the owner, manager, or operator.
- a. A 10-day notice of discontinuance, as provided for in Rule 8.A., Notices, shall inform the tenant of his right to become a customer, to whom the service will then be billed without being required to pay any amount which may be due on the delinquent account.
 - b. The tenant must establish credit to the satisfaction of the Utility. However, where a tenant is establishing service under the provisions of this section and prior service for a period of time is a condition for establishing credit with the Utility, residence and proof of prompt payment of rent or other credit obligation acceptable to the Utility for that period of time is a satisfactory equivalent.
8. Master Meter. When the Utility is aware that the discontinuance of service to a master meter may deprive residential tenants of electric service, the Utility shall comply with the provision of paragraph A.1., A.2. and A.8. 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 will be in both English and Spanish and shall specify:
- a. The date on which service will be discontinued.
 - b. That the occupants have the right to become customers, to whom the service will then be billed, without being required to pay any amount which may be due on the delinquent account.
 - c. What the occupants are required to do in order to prevent the termination of service or to reestablish service.
 - d. The estimated monthly cost of service.
 - e. The title, address, and telephone number of a representative of the Utility who can assist the occupants in continuing service.
 - f. The address and telephone number of a legal service project, as defined in Section 6213 of the Business and Professions Code, which has been recommended by the local county bar association.

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ATTACHMENT B
ADVICE LETTER 2305-G

Cal. P.U.C. Sheet No.	Title of Sheet	Canceling Cal. P.U.C. Sheet No.
Original 20646-G	PRELIMINARY STATEMENT, V. MEMORANDUM ACCOUNTS, RESIDENTIAL DISCONNECT MEMORANDUM ACCOUNT (RDMA), Sheet 1	
Revised 20647-G	RULE 6, ESTABLISHMENT AND RE-ESTABLISHMENT OF CREDIT, Sheet 2	Revised 18561-G
Revised 20648-G	RULE 7, DEPOSITS, Sheet 1	Revised 18755-G
Revised 20649-G	RULE 9, RENDERING AND PAYMENT OF BILLS, Sheet 1	Revised 19625-G
Revised 20650-G	RULE 9, RENDERING AND PAYMENT OF BILLS, Sheet 2	Revised 16394-G
Revised 20651-G	RULE 11, DISCONTINUANCE OF SERVICE, Sheet 1	Revised 18627-G
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Revised 20656-G	TABLE OF CONTENTS, Sheet 5	Revised 20473-G



PRELIMINARY STATEMENT

Sheet 1

V. MEMORANDUM ACCOUNTS
RESIDENTIAL DISCONNECT MEMORANDUM ACCOUNT (RDMA)

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1. Purpose

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 disconnection practices. SDG&E 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 effective date of the Tier 1 advice letter filing and will continue through the term of the Settlement Agreement which ends on December 31, 2016.

2. Applicability

This account shall apply to all gas customers except those specifically excluded by the Commission.

3. Rates

The RDMA does not have a separate rate component.

4. Accounting Procedures

The Utility shall maintain the RDMA by recording entries at the end of each month as follows:

- a. A debit entry equal to the actual incremental costs and any capital-related costs (i.e., depreciation, return, and taxes) associated with the provisions of the Settlement Agreement;
- b. A debit entry equal to the field visit fee not charged to Vulnerable Customers per section 4.1 of the Settlement Agreement;
- c. An entry to reflect any transfers to or from other regulatory accounts as authorized by the Commission; and
- d. An entry equal to interest calculated on the average of the balance in this account at the beginning of the month and the balance in this account after the above entries, at a rate equal to one-twelfth of the interest rate on the three-month Commercial Paper for the previous month, as reported in the Federal Reserve Statistical Release, H.15, or its successor publication.

5. Disposition

The disposition of the RDMA will be addressed in SDG&E's next General Rate Case proceeding or other appropriate proceeding. Pursuant to D.14-06-036, SDG&E is required to demonstrate the reasonableness of costs recorded in the RDMA for recovery in rates. Upon Commission approval, SDG&E will transfer the RDMA balance to an appropriate balancing account for amortization in rate

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RULE 6

Sheet 2

ESTABLISHMENT AND RE-ESTABLISHMENT OF CREDIT

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 7; or
2. By furnishing a qualified guarantor to secure payment of bills as prescribed in Rule 7; or
3. By having been a non-residential customers for a similar type of service within the last two years and having paid all bills for service in accordance with the provisions of Rule 9 for the most recent 12 consecutive months of such service provided, however, that the customer's creditworthiness has not changed significantly since terminating service with the Utility. The billing for service 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.

C. Re-establishment of Credit – All Classes of Service

1. An applicant who is a former customer of the Utility and whose service has been 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 as prescribed in Rule 7.
2. A current customer who fails to pay bills before becoming past due as set forth in Rule 11 may be required to pay such bills and to re-establish credit by making a cash deposit as prescribed in Rule 7. This Rule will apply regardless of whether or not service has been discontinued for such non-payment; except, a Small Business Customer, as defined in Rule 1, may not be required to reestablish credit if such bills are for retroactive charges resulting from a meter error or billing error as prescribed in Rule 18. Pursuant to D.10-10-032, small business 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 another late payment occurs within the same twelve-month period.
3. A customer using non-residential service may be required re-establish credit at one or more of its locations in accordance with this Rule if the conditions of service or basis upon 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 Business customers shall not be subject to a reestablishment of service deposit when failure to pay results from charges that were backbilled in the prior three months.
6. Pursuant to D.14-06-036, CARE/FERA customers shall not be subject to re-establishment of credit deposits for late payments.

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RULE 7
DEPOSITS

Sheet 1

A. Amount of Deposit

1. The amount of deposit required to establish credit for a residential account or Small Business Customer, as defined in Rule 1, shall not exceed twice the average monthly bill as determined by the Utility. The amount of deposit required to re-establish credit for a residential account, shall be calculated at twice the average monthly bill as determined by the Utility. Re-establishment deposits for Small Business Customers shall not exceed twice the average monthly bill as determined by the Utility.
2. The amount of deposit required to establish or re-establish credit for a non-residential account that does not otherwise qualify as a Small Business Customer, as defined in Rule 1, shall not exceed twice the maximum monthly bill as determined by the Utility.
3. At the discretion of the Utility a CARE/FERA customer may be allowed to amortize payment of credit deposits for up to six months, as prescribed in D.14-06-036.

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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 11, 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 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.

(Continued)



RULE 9

RENDERING AND PAYMENT OF BILLS

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 17, 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 customer request 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.

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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 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-day 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 Electric Rule 33. The customer consent shall be provided to the Utility either in writing or electronically.

a. The Utility will provide large print bills through their websites 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 manage view electronically presented bills may contact the Customer Contact Center.

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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 10 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.

Direct Access customers electing the UDC Consolidated or Dual Billing option are eligible for the Utility's Summary Billing. Direct Access customers who elect UDC Consolidated Billing must have the approval of their ESP for the Utility to provide Summary Billing.

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)

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RULE 9

RENDERING AND PAYMENT OF BILLS

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 11, 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 gas service must 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 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 11.

A bill paid with a check that is subsequently dishonored will be subject to an \$8.00 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 a 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)



RULE 11

Sheet 1

DISCONTINUANCE OF SERVICE

A. Non-Payment of Bills

1. Past Due Date. Bills for gas service are due and payable upon presentation. Such bills are the first notice to the customer that the amount shown is due and payable. Residential bills will become past due if not paid within 19 days of the date mailed; non-residential bills will become past due if not paid within 15 calendar days from the date mailed. Payment shall be received at the office of the Utility, or by an authorized agent of the Utility.
2. Past Due Notice
 - a. Residential. The Utility may mail to any residential customer a notice that a bill is past due after the expiration of the applicable period specified in paragraph A.1. The notice that a bill is past due shall state that if the customer is unable to pay the bill by the final date (15 calendar days after the date of mailing of said notice), the customer should contact the Utility to discuss payment arrangements to avoid discontinuance of service. If the bill is not paid, or payment arrangements have not been made by the final date, service may be discontinued for non-payment. A customer's deposit to establish credit will not be used as payment to avoid discontinuance of service. A minimum of 34 days shall elapse between the date of billing and the date of discontinuance.
 - 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. Reasonable Attempt to Contact Customers. 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.

For elderly (age 62 and over) and handicapped* residential customers, the Utility shall provide at least 48 hour 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.

- a. Pursuant to D.14-06-036 effective until December 31, 2016, for vulnerable customers**, the Utility shall provide in-person visits within five business days 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 11.A.3.a to pay a fee associated with that field visit.

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.

* Certification from a licensed physician, public health nurse, or a 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.

(Continued)

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RULE 11

DISCONTINUANCE OF SERVICE

A. Non-Payment of Bills (Continued)

Pursuant to D.14-06-036, the utility shall include with the notice of termination multiple language*** large print inserts and/or leave behind documents (if a customer is not home during a field visit) to provide customers with the direction and contact information on how to seek help.

The Utility shall provide notices of termination in Braille upon the request of the customer. Customers may request such format through a call center agent. Braille notices of termination shall also be mailed to customers who have requested bills in Braille. The Braille-translated 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 customers' favor to accommodate the timing difference of the Braille notice and non-Braille notice.

- 4. 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. 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.
- 5. Payment Agreement. If a residential customer fails to comply with a payment agreement, the Utility shall not terminate service without giving notice to the customer, at least 48 hours prior to termination, of the conditions the customer is required to meet to avoid termination; but, such notice shall not entitle the customer to further investigation by the Utility.
- 6. Termination Dispute for Residential Customers.
 - a. Customer Contacts Utility. If the customer is temporarily unable to pay its bill, the customer may be eligible for payment arrangements. 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 addresses as listed above in A.6.b.

*** The languages provided will be consistent with SB 120, which includes English, Spanish, Chinese, Tagalog, Vietnamese, and Korean.

(Continued)



RULE 11

Sheet 3

DISCONTINUANCE OF SERVICE

A. Non-Payment of Bills (Continued)

- 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 addresses as listed above in A.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. Individually-Metered Residential Tenant. Discontinuance of service to a residential tenant in a multiunit residential structure who is individually metered by the Utility and it is known to the Utility that service is in the name of the owner, manager, or operator.
- a. A 10-day notice of discontinuance, as provided for in Rule 8.A., Notices, shall inform the tenant of his right to become a customer, to whom the service will then be billed without being required to pay any amount which may be due on the delinquent account.
 - b. The tenant must establish credit to the satisfaction of the Utility. However, where a tenant is establishing service under the provisions of this section and prior service for a period of time is a condition for establishing credit with the Utility, residence and proof of prompt payment of rent or other credit obligation acceptable to the Utility for that period of time is a satisfactory equivalent.
8. 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 A.1., A.2. and A.8. 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 will be in both English and Spanish and shall specify:
- a. The date on which service will be discontinued.
 - b. That the occupants have the right to become customers, to whom the service will then be billed, without being required to pay any amount which may be due on the delinquent account.
 - c. What the occupants are required to do in order to prevent the termination of service or to reestablish service.
 - d. The estimated monthly cost of service.
 - e. The title, address, and telephone number of a representative of the Utility who can assist the occupants in continuing service.
 - f. The address and telephone number of a legal service project, as defined in Section 6213 of the Business and Professions Code, which has been recommended by the local county bar association.

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