

**BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF CALIFORNIA**



FILED

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| <p>Nathan L. Carnes, Complainant, vs. Southern California Gas Company, (U904G), Defendant.</p> | <p>Case No. (ECP) C 10-11-007 (Filed November 10, 2010)</p> |
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**ANSWER OF SOUTHERN CALIFORNIA GAS COMPANY (U904G)
TO COMPLAINT OF NATHAN CARNES**

Ray B. Ortiz
Tariff Administrator
Southern California Gas Company
555 W. Fifth Street, GT 14D6
Los Angeles, California 90013-1034
Telephone: (213) 244-3837
Fax: (213) 244-4957
Email: ROrtiz@semprautilities.com

December 7, 2010

owed to the Complainant and denies that it has violated any provision of the law or any Order or Rule of the Commission. Accordingly, SoCalGas affirmatively responds that the Complainant's contentions are without merit and should be dismissed.

II. SUMMARY

A. BACKGROUND

SoCalGas' records indicate that Mr. Carnes established residential gas service in his name on December 20, 2006 for the subject premise at 10437 Helendale Avenue in Tujunga, California. On March 22, 2007, Mr. Carnes was approved and qualified for the California Alternate Rates for Energy program.

On February 2, 2009, SoCalGas received an informal complaint, CPUC File No. 12038, filed by the Complainant on December 12, 2008. The Complainant alleged that he inquired about weatherization measures and was informed by SoCalGas that his home was entitled to have the weatherization measures again, since a ten-year period had passed. However, the Complainant claimed that SoCalGas refused to provide him weatherization measures because in the past he had an issue with the SoCalGas' \$7.50 returned check charge. The Complainant requested that he be signed up for the weatherization measures. On February 26, 2009, in response to the informal complaint, SoCalGas affirmatively alleges the following:

- The closed informal complaint, CPUC Case No. 08-05-5451, regarding a disputed \$7.50 returned check charge that the Commission ruled in favor of

the Utility was not a factor in the Complainant's request for weatherization measures;

- In November 2008, Mr. Carnes called the DAP requesting weatherization measures, and his request was assigned to an Outreach Program representative from Assert, Incorporated (Inc.). Assert Inc. made several unsuccessful telephone attempts to contact Mr. Carnes; and
- On February 11, 2009, SoCalGas contacted the Complainant to inquire why he had not returned the telephone calls from Assert Inc. The Complainant indicated that his telephone service was restricted from long distance calling. The Complainant was redirected to the DAP to be evaluated for eligibility to participate in the weatherization measures. SoCalGas recommended to the Commission that the informal complaint be closed.
- On March 26, 2009, the Commission ruled in favor of the Utility and closed the informal complaint.

(See Exhibit 1 for a copy of SoCalGas' Reply to Informal Complaint, CPUC File No. 12038.)

On August 19, 2009, SoCalGas received a supplemental informal complaint, CPUC File No. 51889, with the initial informal complaint filed by the Complainant on July 9, 2009. In the supplemental informal complaint, the Complainant: (1) inquired about SoCalGas' denial of Complainant's request for DAP weatherization measures; (2) alleged that SoCalGas indicated that his home was eligible for weatherization measures since his home had been weatherized over ten years ago and he is receiving LIHEAP benefits; and (3) alleged that "the hole they (SoCalGas) poked in the roof to ventilate the

attic heat leaks (water) and is causing damage below it on the dining room ceiling.” The Complainant indicated he is eligible for the DAP weatherization measures. On September 11, 2009, in response to the supplemental informal complaint, SoCalGas affirmatively alleges the following:

- After several unsuccessful telephone attempts at contacting Mr. Carnes, arrangements were made to have an Assert, Inc. representative meet with Mr. Carnes at the subject premise.
- On February 20, 2009, the Assert, Inc. representative’s objective in meeting with the Complainant at the subject premise was to comply with the procedures for pre-installation contacts of the Commission approved *2006 Low Income Energy Efficiency Program Statewide Policy and Procedures Manual*.¹ (See Exhibit 2 for an excerpt of Section 4, Procedures for Pre-Installation Contacts of the *2006 Low Income Energy Efficiency Program Statewide Policy and Procedures Manual*.) The Complainant was uncooperative and verbally abusive toward the Assert, Inc. representative, and consequently, the representative left the Complainant’s home unable to complete the procedures for pre-installation contacts.
- In March 2009, SoCalGas’ DAP manager contacted Mr. Carnes and attempted, unsuccessfully, to resolve his multiple complaints.

¹ Rulemaking (R.) 04-01-006 was: (1) filed January 8, 2004 jointly by Pacific Gas & Electric Company, Southern California Edison Company, San Diego Gas & Electric Company, and SoCalGas with coordination assistance from the Commission’s Energy Division and participation by the Office of Ratepayer Advocates; and (2) approved by the Commission on March 29, 2006. R.04-01-006 approved the proposed changes to the Policy and Procedures Manual and the Weatherization Installation Standards Manual designed to refine the current policies, procedures, and standards; additional energy efficiency measures recommended for inclusion into the 2006 Low Income Energy Efficiency Program; and changes needed to accommodate recent changes in California’s Title 24 standards.

- SoCalGas' DAP field supervisor made several unsuccessful attempts to resolve Mr. Carnes' complaints. On September 2, 2009, SoCalGas' DAP field supervisor contacted Mr. Carnes during which the Complainant was verbally abusive and threatening physical harm toward the field supervisor. As a result of Mr. Carnes' verbal abuse and threats of physical harm, SoCalGas' corporate security was notified for follow up. A corporate security agent attempted, unsuccessfully, to contact Mr. Carnes.
- As a result of Assert, Inc. and SoCalGas being unsuccessful in having the Complainant complete the procedures for pre-installation contacts, the Complainant's application for DAP benefits was denied. SoCalGas recommended to the Commission that the supplemental informal complaint be closed.
- On September 17, 2009, the Commission ruled in favor of the Utility and closed the informal complaint.

(See Exhibit 3 for a copy of SoCalGas' Reply to Supplemental Informal Complaint, CPUC File No. 51889.)

On April 6, 2010, SoCalGas received an informal complaint, CPUC File No. 97592, filed by the Complainant on April 6, 2010. Pertaining to the issue that SoCalGas denied the Complainant DAP benefits, the Complainant alleged that he qualifies for DAP benefits from SoCalGas because he is approved to receive LIHEAP from the Community Enhancement Services (CES). The Complainant requested that: (1) he be approved for DAP benefits without completing the Commission approved application on the basis of his continued eligibility for LIHEAP benefits from CES; (2) he receive compensation for

lost DAP weatherization benefits, including energy bill savings; and (3) a credit of \$297.00 be applied to his account. On June 3, 2010, in response to the informal complaint, SoCalGas affirmatively alleges the following:

- The inability to provide Mr. Carnes with DAP weatherization measures resulted from his reluctance to comply with completing the Commission approved procedures for pre-installation contacts;
- The Complainant made harmful threats toward SoCalGas and Outreach Program employees causing safety concerns with future visits at the subject premise to meet with the Complainant; and
- SoCalGas recommended to the Commission that the supplemental informal complaint be closed.

The status of the informal complaint is open. (See Exhibit 4 for a copy of SoCalGas' Reply to Informal Complaint, CPUC File No. 97592.)

B. SOCALGAS' GOOD FAITH ATTEMPTS TO RESOLVE THIS DISPUTE

Since November 2008 and as described above in SoCalGas' Introduction, SoCalGas has responded to the Complainant's concern that SoCalGas denied him DAP benefits. In a good faith effort to resolve the dispute, SoCalGas and the Outreach Program representative have attempted, on numerous occasions, unsuccessfully, to have the Complainant complete the required Commission approved procedures for pre-installation contacts. SoCalGas has responded to the Complainant's informal complaints claiming that SoCalGas refused to provide him with weatherization measures.

With the exception of the CPUC File No. 97592 which remains open, the informal complaints were closed and ruled in favor of the Utility.

III. ANSWER TO COMPLAINT

SoCalGas incorporates, by reference, the affirmative statements made above in SoCalGas' Summary. In compliance with Rule 4.4, SoCalGas admits or denies each material allegation in the Complaint as follows:

- With respect to the allegation in (E), SoCalGas admits that it is the defendant in this proceeding;
- With respect to the allegations in (F), SoCalGas admits that DAP benefits were denied even though the Complainant claims he received LIHEAP for the past four years. To determine if the Complainant qualifies for DAP weatherization measures, an applicant must complete the required Commission approved procedures for pre-installation contacts of the *2006 Low Income Energy Efficiency Program Statewide Policy and Procedures Manual*. (See Exhibit 2 for an excerpt of Section 4, Procedures for Pre-Installation Contacts, of the *2006 Low Income Energy Efficiency Program Statewide Policy and Procedures Manual*.) The Complainant refuses to complete the procedures for pre-installation contacts and has been verbally abusive and threatened physical harm toward SoCalGas and the Outreach Program employees. SoCalGas and the Outreach Program representative have attempted, unsuccessfully, on numerous occasions, to have the Complainant complete the required procedures for pre-installation contacts. Even though

the Complainant received LIHEAP for the past four years, this alone does not qualify the Complainant for DAP weatherization measures. Without the completed procedures for pre-installation contacts to determine if the Complainant qualifies, the request for DAP benefits was denied.

- With respect to Item (H), SoCalGas admits that DAP benefits have not been provided to the Complainant. As referenced above, without the completed Commission approved procedures for pre-installation contacts to determine if the Complainant qualifies, the request for DAP benefits was denied.

IV. CONCLUSION

It has been well-established in Commission decisions that the Complainant bears the burden of proof (*See, e.g.*, D.92-03-041, mimeo p. 6). Furthermore, Section 1702 of the California Public Utilities Code requires that the Complaint "[set] forth any act or thing done or omitted to be done by any public utility, including any rule or charge heretofore established or fixed by or for any public utility, in violation or claimed to be in violation, of any provision of law or of any Order or Rule of the Commission."

With respect to SoCalGas' complying with the procedures for pre-installation contacts to determine if an applicant qualifies for the DAP weatherization measures, the Complainant has failed to show or even allege that SoCalGas has not at all times complied with the *2006 Low Income Energy Efficiency Program Statewide Policy and Procedures Manual* approved by the Commission. The Complainant has failed to state a claim upon which relief can be granted, since SoCalGas has, at all times, acted in

accordance with the Public Utilities Code and SoCalGas' tariffs on file with and approved by the Commission.

SoCalGas denies each and every material allegation in the Complainant's Complaint, except as expressly admitted herein. SoCalGas affirmatively alleges that the Complainant's request for DAP weatherization measures was denied.

V. FIRST AFFIRMATIVE DEFENSE

Complainant has failed to allege facts that demonstrate SoCalGas has not complied with the *2006 Low Income Energy Efficiency Program Statewide Policy and Procedures Manual* approved by the Commission.

VI. SECOND AFFIRMATIVE DEFENSE

SoCalGas affirmatively alleges that the Complainant has failed to allege facts that demonstrate SoCalGas has violated any provision of the law or any Order or Rule of the Commission.

VII. THIRD AFFIRMATIVE DEFENSE

SoCalGas affirmatively alleges that the Complainant has failed to state any facts upon which to base a cause of action.

WHEREFORE, because Complainant's Complaint is without merit, SoCalGas respectfully requests that the Commission dismiss the Complaint of Nathan L. Carnes and deny all requested relief.

Dated at Los Angeles, California, this 7th day of December, 2010.

Respectfully submitted,

SOUTHERN CALIFORNIA GAS COMPANY

By: /s/ Hal Snyder

Hal Snyder
Vice President
Customer Solutions

By: /s/ Ray B. Ortiz

Ray B. Ortiz

Tariff Administrator
Southern California Gas Company
555 W. Fifth Street, GT 14D6
Los Angeles, California 90013-1034
Telephone: (213) 244-3837
Fax: (213) 244-4957
Email: ROrtiz@semprautilities.com

VERIFICATION

I am an officer of Southern California Gas Company, the Defendant herein, and am authorized to make this verification on Defendant's behalf. The statements in the foregoing answer are true and accurate to the best of my knowledge, except as to those matters which are therein stated on information and belief, and as to those matters, I believe them to be true.

I declare under penalty of perjury that the foregoing is true and correct.

Executed on December 7, 2010, at Los Angeles, California.

By: /s/ Hal Snyder

Hal Snyder
Vice President

**BEFORE THE PUBLIC UTILITIES COMMISSION
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EXHIBIT 1

SoCalGas' Reply to Informal
Complaint, CPUC File No. 12038

From: Public Utilities Commission
State of California

To: Southern California Gas Company
Special Investigations Supervisor
1050 Overland Court, M.L. SC8420
San Dimas, California 91773

In reference to the following Informal Complaint by:

00-01-2038 0
CARNES NATHAN
10437 HELENDALE AVE
TUJUNGA

This Complaint is closed as of 3/26/09

Impound Amount: _____ \$0.00

Amount Disbursed to SCG: _____

Amount Disbursed to Customer: _____



A  Semptra Energy NYSE:SE

Southern California
Gas Company
Special Investigations
PO Box 3150 SC8430
San Dimas, CA 91773

2/26/2009

Consumer Affairs Manager
Public Utilities Commission
505 Van Ness Avenue, Room 2003
San Francisco, California 94102

Gentlemen:

Attached is our reply to Informal Complaint 00-01-2038 ().

**CARNES NATHAN
10437 HELENDALE AVE
TUJUNGA**

Sincerely,

Kimberly Williams
Special Investigations Supervisor

Attachment

CALIFORNIA PUBLIC UTILITIES COMMISSION
*****FOR CPUC USE ONLY*****

Customer of Record: Nathan L. Carnes
10437 Helendale Avenue
Tujunga, CA 91042-1831

RE: CPUC Contact Number: 12038
Duplicate Case Number: 10718

February 26, 2009

We are responding to the above referenced complaint as IC Number 12038. We also received IC Number 10738 which was cancelled as a duplicate.

On December 12, 2009 Nathan Carnes contacted the CPUC stating The Gas Company refused to give him weatherization service. Mr. Carnes indicated in his letter that we were withholding services due to an older dispute he had on his account for a \$7.50 returned check fee, which was already resolved in closed in IC Number 08-05-5454.

Mr. Carnes initiated an application for assistance through The Gas Company's Direct Assistance Program. An Outreach Program Representative has since made direct contact with Mr. Carnes and the customer's complaint is explained by the following review of Company records.

Nathan Carnes called our Direct Assistance Program in November requesting weatherization measures. His account was assigned to Assert, Incorporated. Our Outreach Program Representative made several telephone attempts and was unsuccessful in reaching Mr. Carnes.

On February 11, 2009, I contacted Mr. Carnes to inquire why he had not contacted our Outreach Program Representative. He informed me his telephone service was restricted from long distance calling.

He is now in direct contact with our Direct Assistance Program Representative and is being evaluated for eligibility of our weatherization measures.

We recommend that this case be closed.

PUBLIC UTILITIES COMMISSION
505 VAN NESS AVE
SAN FRANCISCO, CA 94102

Received

FEB 02 2009

due 3/3/09



INFORMAL COMPLAINT

Martinez

12038

CPUC File No: 10718

Consumer Name: Nathan NLCE *Nathan Carnes*

Contact Filed: 12-DEC-2008

To Utility: 30-JAN-2009

Closed On:

Contact Type: COMPLAINT

Impound Amount:

Contact Source: WEB

Utility Industry Type: Gas Utility

CORP ID/Utility: 904 / SOUTHERN CALIFORNIA GAS COMPANY

Billing Agent:

Service Address: 10437 Helendale Ave.
Tujunga, CA 910421831

Mailing Address: 10437 Helendale Ave.
Tujunga, CA 910421831

Service Account #: 0205195539

Phone#: (818)353-9758

(CBR#):

E-Mail Address: spaceark@netzero.net

Language: ENGLISH

Details to Utility:

- 1. Rates or Rules Energy Efficiency Programs
- 01/30/09 Please sign the consumer up for your weatherization program. Please contact the consumer in writing, a copy of which may serve as a report to the Commission.

Dup with # 12038

10718 - cancel in CIMS

CE

PUBLIC UTILITIES COMMISSION
505 VAN NESS AVE
SAN FRANCISCO, CA 94102



Complaint / Concern: The Southern California Gas Company refused to give me its 'weatherization' service even though they said this house was again entitled to have the service because the ten-year period passed for this house to have it again. I guess they did that because I fought their bogus \$7.50 'returned check fee' even though there never was a check used for the payment they then said was late.

Utility Comment: They simply refused.

Request of CPUC: Give me their 'weatherization' service they promised before I disputed its bogus \$7.50 'returned check fee.'

Compliance:

- 1. Furnish answer within twenty business days. (If more time is needed, please advise contact representative approximately how much additional time is needed to respond to complaint).**
- 2. Provide all pertinent information including a copy of all related correspondence with the customer.**

**BEFORE THE PUBLIC UTILITIES COMMISSION
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|--|---|
| <p>Nathan L. Carnes, Complainant, vs. Southern California Gas Company, (U904G), Defendant.</p> | <p>Case No. (ECP) C 10-11-007 (Filed November 10, 2010)</p> |
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EXHIBIT 2

Excerpt of Section 4, Procedures for Pre-Installation Contacts of the
2006 Low Income Energy Efficiency Program Statewide Policy and Procedures Manual

2006
Low Income Energy Efficiency Program
Statewide Policy and Procedures
Manual

Applicable to:

Pacific Gas & Electric Company
Southern California Edison Company
Southern California Gas Company
San Diego Gas & Electric Company

October 25, 2005

4

Procedures for Pre-Installation Contacts

4.1 Introduction

This section describes the procedures to be followed by outreach workers and contractors during pre-installation visit or visits to a participating home. These procedures cover the provision of general program information, the collection of data on the household and the home, the administration of home energy education, the completion of the home energy audit, and the installation of CFLs.

4.2 Description of Program Services

In the course of the initial home visit, the outreach worker shall provide a thorough description of the program services available to the low-income household. At a minimum, this description must cover the following services:

- The LIEE Program, including program goals, eligibility requirements, eligible measures, and procedures. The procedures to be covered by this description must encompass energy education, available energy efficiency services and minor home repairs, general installation procedures, inspection procedures, and natural gas appliance testing procedures (if applicable).
- Other programs designed to repair/replace furnaces or install other energy efficiency measures (if these are offered as separate programs).
- The California Alternate Rates for Energy (CARE) Program. Outreach workers will also provide assistance in enrolling the customer in CARE if the customer chooses to participate in it.
- Other utility programs designed to provide services to low-income customers, including level-payment programs, medical baseline programs, and other energy efficiency programs for which the customer may be qualified.
- Similar programs offered by DCSD and other known energy related programs.

The outreach worker may also describe government programs like the Internal Revenue Service's earned income tax and the State of California's Healthy Families Program. At no time shall Program personnel promote or provide fee-based services to income-qualified applicants in lieu of free services offered under the LIEE Program.

4.3 Data Collection

During the initial interview, the outreach worker will also collect data needed to document eligibility and to meet tracking and reporting requirements. In general, information on the following factors must be collected:

- Name, address and phone number of applicant,
- Age and disability status of applicant or other permanent household member,
- Residence type and dwelling status,
- Referral information,
- Gas and/or electric account information,
- Appliance/HVAC system information, and
- Home square footage.

Demographic data may also be collected if offered by the customer.

4.4 In-Home Energy Education

In-home energy education will be provided to all income-eligible applicants whose dwellings require the minimum number of measures, using forms and checklists provided by the utilities. Energy education will cover five general areas: heating and cooling usage, water heating system usage, major electric and gas appliance usage, small appliance usage, and lighting usage. Topics to be covered in the course of energy education must include:

- The general levels of usage associated with specific end uses and appliances,
- The impacts on usage of individual energy efficiency measures offered through the LIEE Program or other Programs offered to low-income customers by the utility,
- Practices that diminish the savings from individual energy efficiency measures, as well as the potential cost of such practices,
- Ways of decreasing usage through changes in practices,
- Information on CARE, the Medical Baseline Program, and other available programs,
- Appliance safety information,
- The way to read a utility bill, and
- The procedures used to conduct natural gas appliance testing (if applicable).

4.5 In-Home Energy Assessment

An assessment of the structure will be completed on homes with income-qualifying applicants using a form provided by the utility. The assessment will identify measures to be installed through the Program. The presence of natural gas appliances will be determined. Assessment forms will be provided by the utility or approved by the utility if the contractor has an acceptable in-house form.

4.6 Installation of Compact Fluorescent Light Bulbs

The electric or dual-fuel utility outreach worker will install compact fluorescent light bulbs during the initial home visit. The number of compact fluorescent light bulbs installed will depend on unit type, feasibility and amount of time each lighting fixture is used (3.5 hours minimum); however, no more than five (5) bulbs may be installed in a home. Leaving compact fluorescent light bulbs with customers for installation at a later time is not allowed.

4.7 Other Responsibilities

Income documentation must be collected and property owner approval must be obtained prior to the installation of Program measures. These requirements are discussed in Section 2.

**BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF CALIFORNIA**

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|--|---|
| <p>Nathan L. Carnes,</p> <p style="text-align: center;">Complainant,</p> <p style="text-align: center;">vs.</p> <p>Southern California Gas Company, (U904G),</p> <p style="text-align: center;">Defendant.</p> | <p>Case No. (ECP) C 10-11-007 (Filed November 10, 2010)</p> |
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EXHIBIT 3

SoCalGas' Reply to Supplemental
Informal Complaint, CPUC File No. 51889

From: Public Utilities Commission
State of California

To: Southern California Gas Company
Special Investigations Supervisor
1050 Overland Court, M.L. SC 8420
San Dimas, California 91773

In reference to the following Supplemental Informal Complaint by:

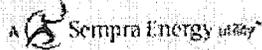
51889
Nathan Carnes
10437 Helendale Ave
Tujunga CA

This Complaint is closed as of 9-17-09

Impound Amount: _____

Amount Disbursed to SCG: _____

Amount Disbursed to Customer: _____



Southern California
Gas Company
Special Investigations
PO Box 3150 SC8430
San Dimas, CA 91773

9/16/2009

Consumer Affairs Manager
Public Utilities Commission
505 Van Ness Avenue, Room 2003
San Francisco, California 94102

Gentlemen:

Attached is our supplemental reply to Informal Complaint 00-05-1889 ().

**CARNES NATHAN
10437 HELENDALE AVE
TUJUNGA**

Very truly yours,

Kimberly Williams
Special Investigations Supervisor

Attachment

September 11, 2009

CALIFORNIA PUBLIC UTILITIES COMMISSION
*****FOR CPUC USE ONLY*****

Informal Contact Number 51889

Nathan L. Carnes
10437 Helendale Avenue
Tujunga, CA 91042-1831

Nature of Complaint:

Nathan Carnes previously submitted a complaint to the CPUC regarding the Direct Assistance Program (DAP) application process. He has since initiated an application with DAP, resulting in a supplemental CPUC complaint regarding The Gas Company's denial of his weatherization service application. The customer's complaint is explained by the following review of Company records.

Utility's Response:

Mr. Carnes initiated an application for assistance with weatherization measures through The Gas Company's Direct Assistance Program in November 2008. His account was assigned to an Outreach Program Representative from Assert, Incorporated. Our qualification process requires a home inspection to complete the application and physical assessment for qualifying measures. After several unsuccessful telephone attempts at reaching Mr. Carnes, arrangements were finally made to meet with Mr. Carnes on February 20, 2009. Our Outreach Program Representative's objective was to evaluate the customer's eligibility for our weatherization measures. However, Mr. Carnes was uncooperative during the meeting to a point that necessitated the Outreach Representative to leave the residence and consequently was unable to complete the application.

As a follow up, Ms. Mack, our Program Manager for DAP, contacted Mr. Carnes in March 2009 and attempted to resolve his multiple complaints; however, she was not successful. Mr. Allen, our DAP Field Supervisor, made an additional attempt to resolve Mr. Carnes' concerns. Mr. Carnes became verbally abusive and threatened Mr. Allen.

As a result of Mr. Carnes' harmful threats, we contacted our Corporate Security for follow-up. Corporate Security made an attempt to contact the customer and was unsuccessful. Mr. Carnes' application for DAP was denied as the customer was unwilling to cooperate.

Since Mr. Carnes does not wish to comply with our guidelines, we are unable to offer any assistance. Mr. Carnes has the option of seeking assistance from an outside agency, such as LIHEAP. We recommend that this case be closed.

PUBLIC UTILITIES COMMISSION
505 VAN NESS AVE
SAN FRANCISCO, CA 94102



Meeting

SUPPLEMENTAL INFORMAL COMPLAINT

CPUC File No: 51889
Consumer Name: Nathan Carnes
CORP ID/Utility: 904 / SOUTHERN CALIFORNIA GAS COMPANY
Service Account #: 020-519-5539
Phone#: (818)353-9758
(CBR#):

Received

AUG 19 2009

due 9/17

8/18/09 -- Consumer states that her home is eligible for the DAP weatherization. Please review consumer's concerns and respond to the consumer and report your findings and action to the CPUC.

PUBLIC UTILITIES COMMISSION
320 W. 4th STREET, SUITE 500
LOS ANGELES, CA 90013



INFORMAL COMPLAINT

CPUC File No: 51889
Consumer Name: Nathan Carnes
Contact Filed: 09-JUL-2009
To Utility: 15-JUL-2009
Closed On:
Contact Type: COMPLAINT
Impound Amount:
Contact Source: WEB
Utility Industry Type: Gas Utility
CORP ID/Utility: 904 / SOUTHERN CALIFORNIA GAS COMPANY
Billing Agent:
Service Address: 10437 Helendale Ave
Tujunga, CA 910421831
Mailing Address: 10437 Helendale Ave.
Tujunga, CA 910421831
Service Account #: 020-519-5539
Phone#: (818)353-9758
(CBR#):
E-Mail Address: spaceark@netzero.net
Language: ENGLISH

Details to Utility:

1. Billing Disputed Bill

07/15/09 Consumer states that he is not receiving his CARE discount as he should. he states that when he reviews the bill there does not appear to be a difference in the regular rates and CARE rates. Please review his concerns. Provide a detailed explanation of the billing and CARE discount to the consumer. Contact the consumer and PUC with your response.. Thank You

PUBLIC UTILITIES COMMISSION

320 W. 4th STREET, SUITE 500
LOS ANGELES, CA 90013

Complaint / Concern: The Southern California Gas Company / A Sempra Energy Company is lying about me receiving a 20% discount on my bill! I copied & pasted it below so you can see to the right of the "CARE Discount Applied" that there is none!

Utility Comment: Bill Information ? About your Gas Bill

Rate ? Climate Zone? Cycle ? Commodity charges ?

GRL 1 16

\$0.27117/Therm

Billing Period ? Meter

Number ? Readings Difference

=CCF ?

x Billing

Factor ?

=

Therms ?

From To Previous ? Present ?

05/26/09 06/24/09 04778495 1935 1961 26 x 0.994 = 26

Next Meter Reading Date on or about: Jul 23 2009

Summary Of Charges ?

Description Units Cost per Unit Value

CARE Discount Applied

Customer Charge 29 Days x 0.13151 3.81

CARE Baseline 14 Therms x 0.49929 6.99

CARE Over Baseline 12 Therms x 0.64667 7.76

Gas Charges 18.56

State Regulatory Fee 26 Therms x 0.00068 0.02

CARE Public Purpose Surcharge 26 Therms x 0.03706 0.96

LOS ANGELES City Users Tax 10% 1.95

Taxes & Fees on Gas Charges 2.93

Total Gas Charges Including Taxes and Fees 21.49

Request of CPUC: Why are you asking me? I have no idea "what action" the CPUC can "take!" Because every time I say what I'd like it to do, it just sides with the utility! The question is for you: What action, if any, CAN the CPUC to take?

Compliance:

1. Furnish answer within twenty business days. (If more time is needed, please advise contact representative approximately how much additional time is needed to respond to complaint).

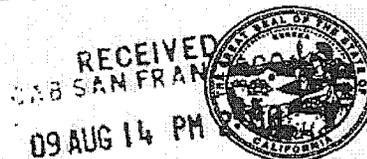
2. Suggest means of resolving this complaint.

PUBLIC UTILITIES COMMISSION
320 W. 4th STREET, SUITE 500
LOS ANGELES, CA 90013



3. Is any adjustment indicated? If yes, provide amount.
4. Provide all pertinent information including a copy of all related correspondence with the customer.
5. Provide tariff reference or cite authority for utility action.
6. Contact customer to resolve complaints.
7. Explain company's position.

PUBLIC UTILITIES COMMISSION
505 VAN NESS AVE
SAN FRANCISCO, CA 94102



July 30, 2009

File No: 51889

Nathan Carnes
10437 Helendale Avenue
Tujunga, CA 91042

Dear Nathan Carnes:

In response to your concerns regarding the SOUTHERN CALIFORNIA GAS COMPANY, the California Public Utilities Commission (CPUC) referred your complaint to the utility's Executive Offices for review and response.

Based on our review of your complaint and the utility's response dated July 24, 2009 (attached), it appears that you have been billed in accordance with the appropriate rate schedule.

If you disagree with the findings and wish to appeal the decision, you may send a detailed explanation of your position, along with the appropriate supporting documentation, to our office. Appeals must demonstrate that important facts were not addressed or that the decision was based on an incorrect reading of the relevant tariff or regulation.

Sincerely,

S. Davis
Consumer Affairs Branch
1-800-649-7570

Attachment

What about the Gas Company's denial of its "DAP," Direct Assistance Program? They "weatherized" this house here over 10 years ago and so its now eligible for that again because I'm on "LINEAP." The hole they poked in the roof to ventilate attic heat leaks and is causing damage below it on the dining room ceiling! mlc

**BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF CALIFORNIA**

| | |
|--|---|
| <p>Nathan L. Carnes, Complainant, vs. Southern California Gas Company, (U904G), Defendant.</p> | <p>Case No. (ECP) C 10-11-007 (Filed November 10, 2010)</p> |
|--|---|

EXHIBIT 4

SoCalGas' Reply to Informal
Complaint, CPUC File No. 97592



A Semptra Energy Utility

Southern California
Gas Company
Special Investigations
PO Box 3150 SC8430
San Dimas, CA 91773

6/3/2010

Consumer Affairs Manager
Public Utilities Commission
505 Van Ness Avenue, Room 2003
San Francisco, California 94102

Gentlemen:

Attached is our reply to Informal Complaint 00-09-7592 ().

**CARNES NATHAN
10437 HELENDALE AVE
TUJUNGA**

Sincerely,

Kimberly Williams
Special Investigations Supervisor

Attachment

CALIFORNIA PUBLIC UTILITIES COMMISSION
*****FOR CPUC USE ONLY*****

Informal Contact Number 97592

Nathan L. Carnes
10437 Helendale Avenue
Tujunga, CA 91042-1831

Nature of Complaint:

Nathan Carnes has previously submitted seven complaints to the CPUC. He has made several inquiries asking if gas could be purchased from another company. His more recent complaints voice his dissatisfaction over the Direct Assistance Program (DAP) application process regarding The Gas Company's denial of his weatherization service application. The customer's complaint is explained by the following review of Company records.

Utility's Response:

Our inability to offer Mr. Carnes any further assistance has resulted from Mr. Carnes reluctance to comply with the guidelines for our Direct Assistance Program. Displeased with our response, Mr. Carnes has made harmful threats towards our employees causing a security issue.

We have also responded to Mr. Carnes request with information on purchasing natural gas from another supplier. The information we have furnished is in accordance with CPUC approved Rule 32.

We ask you to review our previous responses to Mr. Carnes numerous requests and we recommend that this case be closed.

Prior Informal Contact Case Numbers

79190
51889
48691
12038
08055451

PUBLIC UTILITIES COMMISSION
505 VAN NESS AVE
SAN FRANCISCO, CA 94102



INFORMAL COMPLAINT

CPUC File No: 97592
Consumer Name: Nathan Carnes
Contact Filed: 03-APR-2010
To Utility: 06-APR-2010
Closed On:
Contact Type: COMPLAINT
Impound Amount:
Contact Source: WEB
Utility Industry Type: Gas Utility
CORP ID/Utility: 904 / SOUTHERN CALIFORNIA GAS COMPANY
Billing Agent:
Service Address: 10437 Helendale Ave.
Tujunga, CA 910421831
Mailing Address: 10437 Helendale Ave
TUJUNGA, CA 910421831
Service Account #: 0205195539
Phone#: (818)353-9758
(CBR#):
E-Mail Address: spaceark@netzero.net
Language: ENGLISH

Details to Utility:

1. Rates or Rules Energy Efficiency Programs

04/06/10 Consumer writes: Issue # 1 "Complaint / Concern: Southern California Gas Company / A Sempra Energy Company refuses to inform me of its cheapest competitor which delivers natural gas.

PUBLIC UTILITIES COMMISSION
505 VAN NESS AVE
SAN FRANCISCO, CA 94102



Utility Comment: IT said its not a monopoly and has competitors but I contacted one and it said its not accepting any new customers. So, for all intents and purposes, it IS a monopoly despite its claim to the contrary.

Request of CPUC: Demand that the Southern California Gas Company / A Sempra Energy Company provide the contact information for its cheapest competitor, one selling natural gas cheaper than it and which is accepting customers because Im totally, completely and absolutely fed up with the Southern California Gas Company / A Sempra Energy Companys hostile, sour, unpleasant, unfriendly, repellent, displeasing, despicable, disagreeable, loathsome, ill-natured, disgusting service.

Issue # 2: Complaint / Concern: I qualify for DAP from the Gas Co. CES/LIHEAP approved me to receive \$297.00 for 2010 which qualifies me for DAP. Check with CES/LIHEAP to confirm its approval for its service to me which thus qualifies me for DAP according to the Gas Co.s qualifications posted on its website which I sent you long after 9-21-09. You should have contacted CES/LIHEAP long before about this ongoing case to confirm my eligibility for its service, and ergo my eligibility for DAP. Yet, you still can resolve the matter, which should be your main concern. If you choose to contact CES/LIHEAP to resolve this matter, rather than making irrelevant accusations regarding decorum on the customers part to receive, and the companys part to deliver, the service to which the customers entitled, heres its Address: CES-LIHEAP Dept. P. O. Box 8225 Van Nuys, CA 91409. You also could confirm that I received its service for the last 4 years and ergo was eligible to receive DAP during that same time!

Utility Comment: They refused the service claiming theres no written application for it, obviously an absurd claim, rather than approving me without any application on the basis of my continued eligibily for, and receipt of, LIHEAP from CES. I now also demand compensation for lost benefits I otherwise would have received via the service for that period including savings to the natural gas part of my energy bill for that long period due to leaky windows, doors & appliances needing replacement covered by DAP which I should have received once the old ones were inspected in a timely manner, rather than delaying those repairs and replacement all this time. I now seek compensation for pain & suffering for being forced to fight to have a service which otherwise should have been delivered amicably and in a timely manner rather than denied every year since Ive been eligible for it and denied in a most unfriendly manner. I placed that demand in this box because the one ongo allows only 1000 characters.

Request of CPUC: They refused the service claiming theres no written application for it, obviously an absurd claim, rather than approving me without any application on the basis of my continued eligibily for, and receipt of, LIHEAP from CES. I now also demand compensation for lost benefits I otherwise would have received via the service for that period including savings to the natural gas part of my energy bill for that long period due to leaky windows, doors & appliances needing replacement covered by DAP which I should have received once the old ones were inspected in a timely manner, rather than delaying those repairs and replacement all this time. I now seek compensation for pain & suffering for being forced to fight to have a service which otherwise should have been delivered amicably and in a timely manner rather than denied every year since Ive been eligible for it and denied in a most unfriendly manner. I placed that demand in this box because the one above allows only 1000 characters.

Utility Name: Southern California Gas Company / A Sempra Energy Company"

PUBLIC UTILITIES COMMISSION
505 VAN NESS AVE
SAN FRANCISCO, CA 94102



Please fully address both of the consumer's issues stated above. Credit the consumer's account for the \$297.00. Afford the consumer all account adjustments to which he is entitled. Also furnish information to the consumer regarding natural gas suppliers in his area.

Contact the consumer in writing, a copy of which may serve as a report to the Commission. Per CPUC Code 581, the utility must respond to all checked items on page two of the data request and must include the responses in the letter to the consumer. Sustained charges must be supported by the appropriate tariff citation.

Compliance:

1. **Furnish answer within twenty business days. (If more time is needed, please advise contact representative approximately how much additional time is needed to respond to complaint).**
2. **Suggest means of resolving this complaint.**
3. **Is any adjustment indicated? If yes, provide amount.**
4. **Provide all pertinent information including a copy of all related correspondence with the customer.**
5. **Provide tariff reference or cite authority for utility action.**
6. **Contact customer to resolve complaints.**
7. **Explain company's position.**

CERTIFICATE OF SERVICE

I hereby certify that I have this day served a copy of the foregoing **Answer of Southern California Gas Company (U 904 G) to Complaint of Nathan L. Carnes (RE-FILED AND RE-SERVED TO REFLECT THE CORRECT THE CAPTION)** in proceeding **Case No. (ECP) 10-11-007** as follows:

REGULAR U.S. MAIL (first class Postage Prepaid)

Nathan L. Carnes
10437 Helendale Avenue
Tujunga, CA 91402

VIA ELECTRONIC MAIL SERVICE

Nathan L. Carnes - spaceark@netzero.net

Administrative Law Judge Robert A. Barnett - rab@cpuc.ca.gov

Ann Hoang, Calendar Clerk - ahg@cpuc.ca.gov

Jacqueline Dandridge, LSSI - Jd2@cpuc.ca.gov

ALJ Docket Office

ALJ Process Office

Executed on December 8, 2010, at Los Angeles, California.

By: /s/ Ray B. Ortiz

Ray B. Ortiz
Tariff Administrator
Southern California Gas Company
555 W. Fifth Street, GT 14D6
Los Angeles, California 90013-1034
Telephone: (213) 244-3837