



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

Application of Southern California Gas  
Company (U 904 G) for Approval of the  
Branch Offices Closure Proposal.

Application No. 25-05-XXX

**FILED**

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**APPLICATION OF SOUTHERN CALIFORNIA GAS COMPANY (U 904 G) FOR  
APPROVAL OF THE BRANCH OFFICES CLOSURE PROPOSAL**

ISMAEL BAUTISTA, JR.

*Attorney for:*

**SOUTHERN CALIFORNIA GAS COMPANY**

555 West Fifth Street, Suite 1400, GT14E7

Los Angeles, California 90013-1011

Telephone: (213) 231-5978

Facsimile: (213) 629-9620

E-mail: [IBautista@socalgas.com](mailto:IBautista@socalgas.com)

May 2, 2025

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**I. INTRODUCTION**

Pursuant to Rule 2.1 of the California Public Utilities Commission’s (“Commission”) Rules of Practice and Procedure and Decision (“D.”) 16-06-046, Southern California Gas Company (“SoCalGas” or “Applicant”) respectfully submits this application requesting authorization to close all of SoCalGas’s remaining 43 branch offices (“Application”).

**II. BACKGROUND AND REQUESTED RELIEF**

In D.16-06-046, decision on SoCalGas’s Application for Approval of the Branch Office Optimization Process (Application (“A.”) 13-09-010), the Commission approved SoCalGas’s request to close four of its 47 branch offices then in operation (the Bellflower, Monrovia, Santa Monica, and Palm Springs branches).<sup>1</sup> SoCalGas currently operates 43 branch offices<sup>2</sup> in its service territory that provide customers the ability to pay their bills in-person, inquire about their accounts, and complete other service transactions.

SoCalGas is requesting authorization to close its remaining 43 branch offices because they are high-cost assets having the highest cost-per-transaction impact amongst all of SoCalGas’s customer service channels. The branch offices are also an increasingly under-utilized service channel due to changing customer preferences to transact over the internet and telephone, along with technological advances enabling customers to obtain reasonably comparable customer

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<sup>1</sup> D.16-06-046 at 57 (Ordering Paragraphs (“OP”) 1-2).

<sup>2</sup> Includes Wilmington branch office which was involuntarily closed to the public effective September 10, 2024. The CPUC was notified of this involuntary branch office closure on August 22, 2024.

service through channels other than the branch office. This trend was amplified by the COVID-19 pandemic (the “Pandemic”).

Closing the branch offices would promote cost efficiency and result in annual savings, and doing so would be consistent with the Commission’s decision in SoCalGas and San Diego Gas & Electric’s (“SDG&E”) most recent general rate case approving SDG&E’s request to close its remaining branch offices.<sup>3</sup> SoCalGas anticipates that this requested relief would result in cost savings benefitting SoCalGas’s ratepayers by eliminating the expenses for operating 43 branch offices. SoCalGas proposes to return these costs savings to ratepayers through the Core Fixed Cost Account (“CFCA”). If this Application is approved, and prior to any branch office closures, SoCalGas plans to execute a communications plan to inform affected customers about the closure process and alternative customer service channels. SoCalGas also plans to leverage its existing partnership with Community Based Organization (“CBOs”) and Faith Based Organizations (“FBOs”) to assist in communicating the closure process and other relevant information to exclusive branch office customers<sup>4</sup> and low-income, elderly, or disabled, or otherwise vulnerable<sup>5</sup> customers that may be affected by the proposed closures.

### **III. SUMMARY OF APPLICATION AND SUPPORTING TESTIMONY**

In support of this Application, SoCalGas includes the Prepared Direct Testimony of Jesse Aragon (Exhibit (“Ex.”) SoCalGas-01) describing the branch office closure proposal. As noted in the testimony, SoCalGas currently operates 43 branch offices. Presently, approximately 95% of all customer transactions completed at branch offices are bill payments, making this the key metric for assessing customer utilization of the branch offices. In the five years leading up to the Pandemic, *i.e.*, 2013-2019, customer bill payment transactions at SoCalGas branch offices declined by 32%.<sup>6</sup> This trend accelerated during the Pandemic. Beginning in March 2020, SoCalGas temporarily closed its branch offices for 15 months in compliance with the state mandates and to protect the safety of its customers and employees. During the Pandemic-related

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<sup>3</sup> D.24-12-074 at 545, 996 (Finding of Fact (“FOF”) 211).

<sup>4</sup> Exclusive branch office customers refer to customers who only used branch offices to pay their bills during a 12-month period and did not use any other payment channel during that same time period.

<sup>5</sup> See D.16-06-046 at 26, which defines vulnerable customers as those that are low-income, elderly, and/or disabled. SoCalGas also includes medical baseline customers as vulnerable customers.

<sup>6</sup> Ex. SoCalGas-01 (Aragon) at 6.

closures, SoCalGas allowed customers to continue making in-person payments at SoCalGas's 24-hour depository boxes located at the branch offices.

Mr. Aragon's testimony further provides SoCalGas's analysis of customer payments made during the Pandemic shows that exclusive branch office customers<sup>7</sup> who made bill payments during that time successfully transitioned to other payment channels, with 68%<sup>8</sup> migrating to other payment channels and the remaining 32% paying in-person at depository boxes.<sup>9</sup> Notably, exclusive branch office customers who made bill payments during the Pandemic and were enrolled in CARE and medical baseline transitioned to other payment channels at a greater rate than customers who were not enrolled in these programs.<sup>10</sup>

SoCalGas's branch offices reopened to the public in July 2021. Since reopening, all branch office transactions, namely bill payment transactions, have remained low and persistently sit below half of the pre-Pandemic transaction levels.<sup>11</sup> For instance, in the first full year after reopening the branch offices (August 2021 – July 2022) only 84,634 customers exclusively used branch offices for bill payment. During that same time period before the Pandemic (August 2018 – July 2019), 260,616 customers exclusively used branch offices for bill payment.<sup>12</sup> Currently, only 2% of all bill payment transactions occur at branch offices, as compared to 5% in 2019.<sup>13</sup> These data show that customers are increasingly migrating away from using branch offices and continue to use alternative customer service channels.

In addition to persistently declining customer utilization, branch offices continue to be expensive to operate. Most recently, SoCalGas incurred expenditures of approximately \$18.8

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<sup>7</sup> The term "exclusive branch office customers" refers to customers who only used branch offices to pay their bills during a 12-month period and did not use any other payment channel during that same time period. This analysis of exclusive branch customers included those considered to be vulnerable.

<sup>8</sup> For this 68% of exclusive branch office customers who made bill payments through other payment channels during the Pandemic, 26% now use MyAccount, 21% use mail, 21% use Bill Matrix, 17% use Home Banking, 14% use APLs, and the remaining 1% use other channels (e.g., Direct Debit, IVR, LIHEAP, Gas Assistance Fund, DebtNext, and EDI).

<sup>9</sup> Ex. SoCalGas-01 (Aragon) at 7.

<sup>10</sup> *Id.* at 9, Table 1-6.

<sup>11</sup> *Id.* at 8, Table 1-4.

<sup>12</sup> *Id.* at 9, Table 1-5.

<sup>13</sup> *Id.* at 5-6 and 14, Table 1-1 and Table 1-9.

million to operate the branch offices in 2024.<sup>14</sup> The cost to maintain the branch offices outweighs the benefits provided as customer usage of our branch offices has declined. Approximately 95% of all customer transactions at branch offices are bill payments, and using 2024 actual data, on a fully-loaded cost-per-transaction basis, the average cost of processing a bill payment transaction across all branch offices is approximately \$13.34, which equates to approximately 31% of an average residential customer bill.<sup>15</sup> For comparison, this same cost is \$0.07 for processing a payment made online, \$0.59 for processing a payment through the mail, and \$1.75 for processing a payment made at an Authorized Payment Location (“APL”).<sup>16</sup>

Continuing to fund this customer service channel with a decreasing customer utilization is not in the public interest and not in the best interest of SoCalGas’s ratepayers. If the Commission approves the Application, SoCalGas plans to implement a Communications Plan that will provide affected customers with at least a 60-day notice of the closures and relevant information about alternative payment methods and customer service channels. SoCalGas also intends to leverage its pre-existing relationships with CBOs and FBOs as an additional method of communicating the closures and alternative service channels to customers, especially vulnerable customers, *e.g.*, elderly, low-income, and customers with disabilities, in the areas covered by participating CBOs and FBOs.<sup>17</sup>

To measure the impacts of SoCalGas’s branch office closures, if approved by the Commission, SoCalGas proposes to track and report metrics for three years in annual branch office reports.<sup>18</sup>

SoCalGas’s branch office closure proposal is also consistent with Goal 5.2 of the Commission’s Environmental and Social Justice Plan (“ESJ Action Plan”) because the proposal will support the continued and increased engagement with CBOs.<sup>19</sup>

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<sup>14</sup> *Id.* at 2.

<sup>15</sup> *Id.*

<sup>16</sup> *Id.*

<sup>17</sup> *Id.* at Section VII. Communications Plan.

<sup>18</sup> *Id.* at Section VIII. Metrics.

<sup>19</sup> CPUC, *Environmental & Social Justice Action Plan, Version 2.0* (April 7, 2022), available at <https://www.cpuc.ca.gov/-/media/cpuc-website/divisions/news-and-outreach/documents/news-office/key-issues/esj/esj-action-plan-v2jw.pdf>.

If the Commission approves SoCalGas’s Proposal, SoCalGas will track and record the on-going Operation and Maintenance (“O&M”) savings after each branch office closure, as well as the costs to achieve such closure. Closing SoCalGas’s branch offices would result in significant cost savings that SoCalGas would return to ratepayers through the CFCA, the same process through which SoCalGas returned costs savings to ratepayers after the Commission approved the closure of four branch offices in D.16-06-046. The resulting net savings up to the total branch office related costs authorized in SoCalGas’s 2024 GRC, less related closing costs, will be credited to SoCalGas’s CFCA for refund to SoCalGas’s ratepayers in connection with SoCalGas’s annual regulatory account balance update filing for rates effective January 1 of the following year. The estimated net first year savings will be adjusted accordingly based on the effective date of the branch office closures and contingent based on applicable terms of SoCalGas’s existing contractual lease agreements, and once SoCalGas has vacated the leased properties.<sup>20</sup> Once the costs associated with the branch offices are removed from base rates, SoCalGas will no longer record the net savings in the CFCA.

As noted above, it costs approximately \$18.8 million a year to operate the branch offices in 2024, which exceeded the respective branch office related revenue requirements of \$17.9 million authorized in the TY 2024 GRC.<sup>21</sup> SoCalGas expects to reduce on-going operating costs once all branch offices are closed, less the closure expenses ranging from \$3.0 - \$5.0 million, which are planned to occur during the 2024 GRC period (2024-2027).<sup>22</sup> The timing, however, of when each branch office closes will depend upon any conditions of Commission approval, if granted, and the expiration terms of each branch office lease for the locations SoCalGas does not own. Cost savings were not included in SoCalGas’s Test Year (“TY”) 2024 GRC forecast, and is based on an assumption that SoCalGas plans, within 120 days of the Commission’s approval, to close its remaining 43 branch offices in conformance with applicable leasehold terms for each branch office and any applicable Commission directives. Returning the above-described net savings after authorized closure of the branch offices would incrementally reduce customer bills. This outcome, beneficial to customers, supports SoCalGas’s and the Commission’s objective to affordably provide SoCalGas’s customers with safe and reliable gas service.

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<sup>20</sup> Ex. SoCalGas-01 (Aragon) at 33.

<sup>21</sup> *Id.* at 34.

<sup>22</sup> *Id.* at 4.

#### IV. COMPLIANCE REQUIREMENTS AND STATUS

In D.16-06-046, the Commission established specific requirements SoCalGas must complete prior to filing a future application to close branch offices.<sup>23</sup> These requirements are as follows: (i) conduct Americans with Disabilities Act (“ADA”) audits for all Authorized Payment Locations (“APLs”) within a 3-mile radius of each of the four closed branch offices; (ii) submit for Commission approval a Tier 2 Advice Letter to close the Palm Springs branch office; (iii) include a means of providing interested customers with information on transportation options to the nearest branch office and APL; (iv) prepare a level of service report with an analysis of the performance of SoCalGas’s IVR and Customer Contact Center; (v) a proposal for meeting its customer service obligations consistent with Public Utilities Code § 451, including identification of its performance standards and actual performance metrics for the Customer Contact Center, and number and types of complaints received regarding all customer service channels; (vi) conduct a study on the impacts to low-income customers, elderly and disabled customers, include, at a minimum, prior written notification to all customers of its intention to study and request a branch office closure, and determine mode of transportation and how far they traveled to the branch offices; and (vii) conduct a survey, within two years following the closure of four branch offices,<sup>24</sup> to determine the percentage of customers who use the remaining 43 branch offices and the reasons why they use the branch offices.

Prior to filing this Application, SoCalGas completed these following requirements:

- Completed ADA audits for all APLs within a 3-mile radius of each of the four branch offices, as authorized in D.16-06-046;
- SoCalGas’s Advice Letter (“AL”) 5326, outlining a technology solution that eliminates the need for customers to present identity verification documentation to SoCalGas by fax or in-person, was approved and made effective in August 2018;
- Provided interested customers with information regarding transportation options to the nearest branch office, as well as to the nearest APL;
- Included a level of service report with an analysis of the performance of SoCalGas’s IVR and Customer Contact Center, including wait times, call times,

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<sup>23</sup> D.16-06-046 at 45, 58-59 (OP 6-7, 9-12).

<sup>24</sup> Commission granted closure of SoCalGas’s Bellflower, Monrovia, Santa Monica, and Palm Springs branch offices. Closure of the Palm Springs branch office was contingent following successful implementation of a process for identification verification consistent with Fair & Accurate Credit Transaction Act requirements.

and complaints, both prior to and after the closure of the four branch offices approved in D.16-06-046;

- Provided a proposal for meeting its customer service obligations and included a report on the number and types of complaints received regarding all customer service channels;
- Conducted a study on the impacts to low-income customers, elderly and disabled customers of a branch office closure, contacted customers to determine how they traveled to the branch offices (e.g., on foot, car, public transportation, for-hire transportation) and how far they traveled, and evaluated the potential impact to customers that utilize the branch offices<sup>25</sup>; and
- Conducted a survey to determine the percentage of customers who use the remaining 43 branch offices and the reasons why they use the branch offices.

A complete summary of SoCalGas's compliance with the above requirements is included in Sections IV and V of the Prepared Direct Testimony of Jesse Aragon in support of this Application.<sup>26</sup>

## **V. STATUTORY AND PROCEDURAL REQUIREMENTS**

This Application is filed pursuant to California Public Utilities Code §§ 451, 454, 491, 701, and 702, D.16-06-046, the Commission's Rules, and relevant decisions, orders, and resolutions of the Commission.

### **A. Rule 2.1(a) – Legal Name**

SoCalGas is a public utility corporation organized and existing under the laws of the State of California. SoCalGas's principal place of business and mailing address is 555 West Fifth Street, Los Angeles, California, 90013.

### **B. Rule 2.1(b) – Correspondence**

All correspondence and communications regarding this Application should be addressed to:

Kristine Huliganga  
Regulatory Case Manager  
Southern California Gas Company  
555 West Fifth Street, GT14D6  
Los Angeles, California 90013-1011  
Phone: (213) 231-6987  
E-mail: [khuliganga@socalgas.com](mailto:khuliganga@socalgas.com)

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<sup>25</sup> D.16-06-046 at 45.

<sup>26</sup> Ex. SoCalGas-01 (Aragon) at 17-29.

A copy should also be sent to:

Ismael Bautista, Jr.  
Attorney for:  
Southern California Gas Company  
555 West Fifth Street, GT14E7  
Los Angeles, California 90013-1011  
Phone: (213) 231-5978  
Fax: (213) 629-9620  
E-mail: [ibautista@socalgas.com](mailto:ibautista@socalgas.com)

**C. Rule 2.1(c) – Category, Hearings, Issues, Schedule**

**i. Proposed Category of Proceeding**

SoCalGas proposes that this proceeding be categorized as a “ratesetting” within the meaning of Commission’s Rules 1.3(g) and 7.1(e)(2).

**ii. Need for Hearings**

SoCalGas does not believe that evidentiary hearings should be required.

**iii. Issues to be Considered**

The issue to be considered in this Application is whether the Commission should approve closure of SoCalGas’s remaining 43 branch offices.

**iv. Proposed Schedule**

SoCalGas proposes the following procedural schedule:

EVENT	DATE
SoCalGas files Application	May 2, 2025
Responses/Protests to Application	within 30 days Daily Calendar Notice
SoCalGas Reply to Responses/Protests	within 10 days, per Rule 2.6
Prehearing Conference	June 19, 2025
Intervenor Testimony	August 18, 2025
Rebuttal Testimony	September 18, 2025
Opening Briefs	October 2025

Reply Briefs	November 2025
Proposed Decision	February 2026
Commission Decision	March 2026

#### **D. Rule 2.2 – Articles of Incorporation**

A copy of SoCalGas's Restated Articles of Incorporation as last amended, presently in effect and certified by the California Secretary of State, was filed with the Commission on October 1, 1998, in connection with SoCalGas's Application No. 98-10-012, and is incorporated herein by reference.

#### **E. Rule 3.2 – Authority to Increase Rates**

This Application seeks authority from the Commission to close all of SoCalGas's remaining branch offices, 43 in total. The Application does not seek to increase rates or implement changes that would result in increased rates, therefore the requirements of Rule 3.2 are not applicable at this time.

#### **F. Rule 1.9 – Service and Notice**

SoCalGas will serve this Application and its attachments, testimony, and exhibits, to the service list for SoCalGas's 2024 GRC Proceeding, A.22-05-015/016.

### **VI. CONCLUSION**

SoCalGas respectfully requests that the Commission approve SoCalGas's Application seeking the closure of its remaining branch offices. These closures will: (1) provide cost savings benefits to be passed on to ratepayers; (2) provide affected customers with reasonably comparable and convenient payment and customer service channel alternatives; (3) not disproportionately affect low-income, special needs, or elderly customers, or otherwise vulnerable customers; (4) provide adequate notice to affected of the closure of the remaining 43

branch offices; and (5) maintain APLs, and other means for the purpose of receiving payment and providing customer service and information.

Respectfully submitted,

By: /s/ Ismael Bautista, Jr.  
Ismael Bautista, Jr.

*Attorney for:*

**SOUTHERN CALIFORNIA GAS COMPANY**  
555 West Fifth Street, Suite 1400, GT14E7  
Los Angeles, California 90013-1011  
Telephone: (213) 231-5978  
Facsimile: (213) 629-9620  
E-Mail: [IBautista@socalgas.com](mailto:IBautista@socalgas.com)

May 2, 2025

## OFFICER VERIFICATION

I am an officer of Southern California Gas Company and I am authorized to make this verification on its behalf. I am informed and believe that the matters stated in the foregoing Application of Southern California Gas Company (U 904 G) for Approval of the Branch Offices Closure Proposal are true to my own knowledge, except as to 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 under the law of the State of California that the foregoing is true and correct.

Executed this 2<sup>nd</sup> day of May 2025, at Los Angeles, California.

By: /s/ Jennifer L. Walker  
Jennifer L. Walker  
Vice President Customer Operations

## **ATTACHMENT A**

**SoCalGas's 2024 Cost Per Transactions By Branch Office**

<b>SOCALGAS BRANCH OFFICE COST PER TRANSACTION</b>	
<b>Branch Office</b>	<b>2024 Cost Per Transaction<sup>1</sup></b>
Central	\$6.57
Crenshaw	\$7.49
Van Nuys	\$7.82
San Fernando	\$9.33
Riverside	\$9.36
Porterville	\$9.42
Lompoc	\$10.03
El Monte	\$10.83
El Centro	\$11.19
Fontana	\$11.21
Delano	\$11.46
Inglewood	\$11.61
Huntington Park	\$11.67
Watts	\$11.98
Glendale	\$12.28
Anaheim	\$12.34
Alhambra	\$12.83
Ontario	\$13.14
South Gate	\$13.41
Commerce	\$13.68
Hanford	\$14.23
Indio	\$14.36
Santa Fe Springs	\$14.71
Wilmington <sup>2</sup>	\$15.25
Pasadena	\$15.63
San Bernardino	\$15.74
Covina	\$16.02
Pomona	\$16.32
Dinuba	\$16.84
Santa Ana	\$16.90
Visalia	\$17.22
Lancaster	\$17.31
Oxnard	\$18.47
Corona	\$18.75
Santa Maria	\$19.71
Hemet	\$19.96
San Pedro	\$21.17
Hollywood	\$21.46
Banning	\$21.66
Daly	\$22.87
Compton	\$22.88
Santa Barbara	\$40.68
San Luis Obispo	\$95.90
<b>Total of All 43 Branch Offices</b>	<b>\$13.34</b>
<b>Average Cost Per Transaction</b>	<b>\$17.02</b>

<sup>1</sup> Based on 2024 fully loaded costs which combine lease, facilities, labor and non-labor expenses, inclusive of overheads such as payroll tax, pension & benefits, workers compensation, PLPD, and ICP, at varying rates for full-time, part-time, and management, as well as overhead for materials and services, all estimated with 2024 Planning rates per December letter.

<sup>2</sup> Wilmington branch office was involuntarily closed to the public effective September 10, 2024. The CPUC was notified of this involuntary branch office closure on August 22, 2024.

## **ATTACHMENT B**

# EXCLUSIVE BRANCH OFFICE CUSTOMER PAYMENT DATA

January 2025

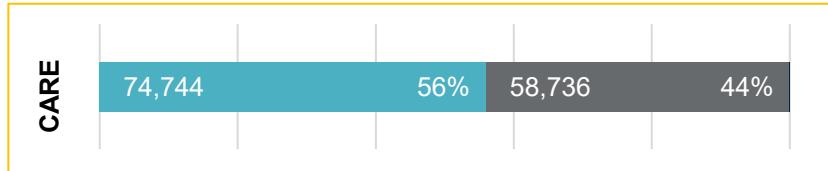
# Exclusive branch office customers make up a small percentage of our total customer base

Of our ~6M customers, 2.2% were exclusive branch office customers<sup>1</sup>

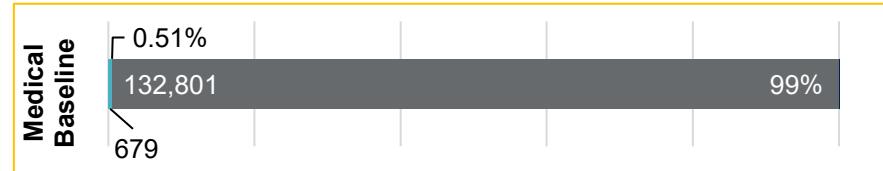
## Branch Office exclusive customers by Segment:



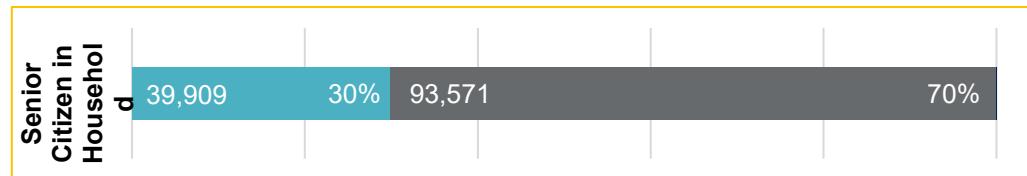
**CARE:** 56% of all branch office exclusive customers



**Medical Baseline:** 0.5% of all branch office exclusive customers



**Senior Citizen in Household:** 30% of all branch office exclusive customers



**Disabled:** 0.8% of all branch office exclusive customers



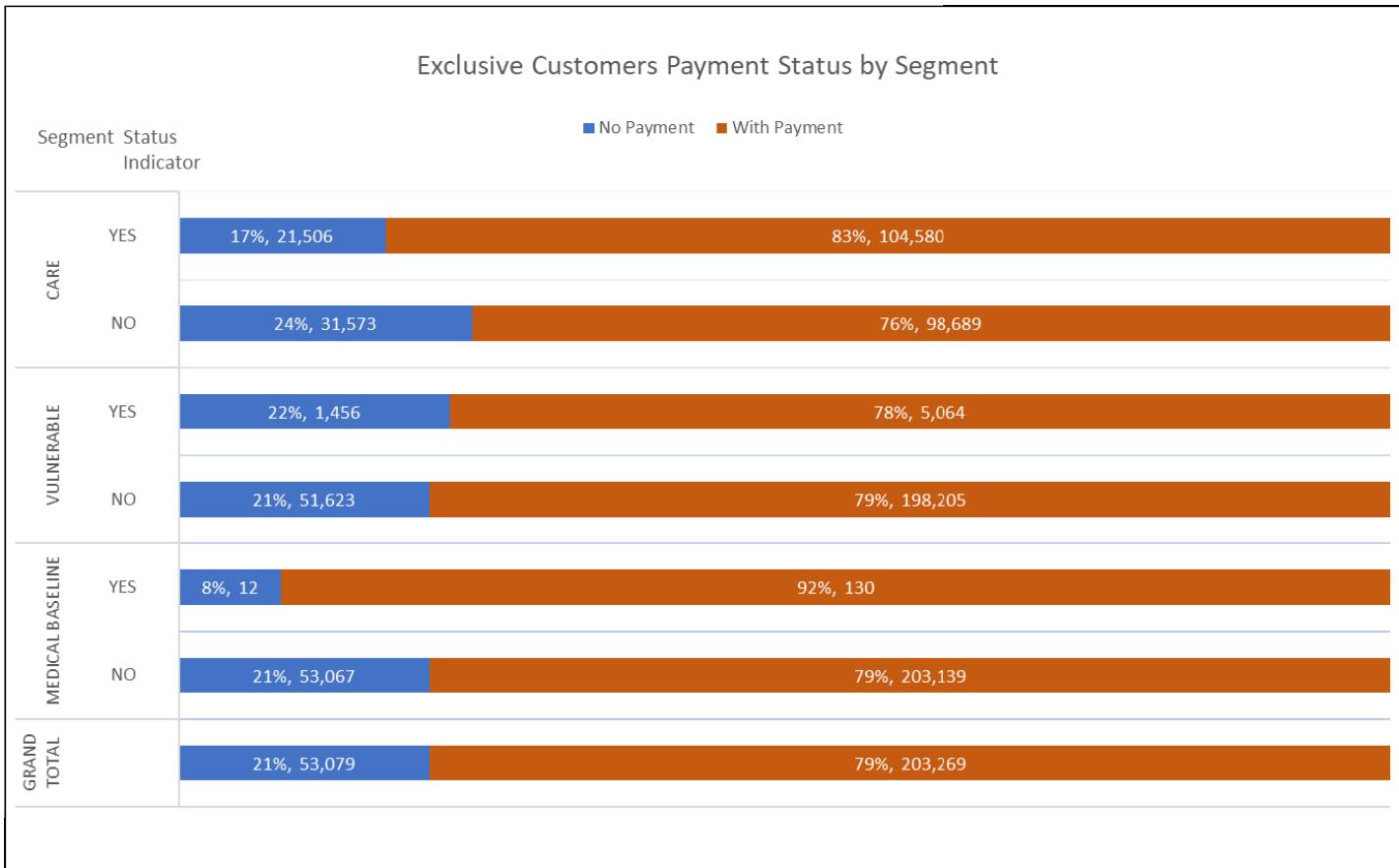
**Other Vulnerable<sup>2</sup>:** 0.7% of all branch office exclusive customers



<sup>1</sup> Exclusive customers base: 133,480; Defined as customers who made at least one payment at a branch office as their only payment channel in 2024

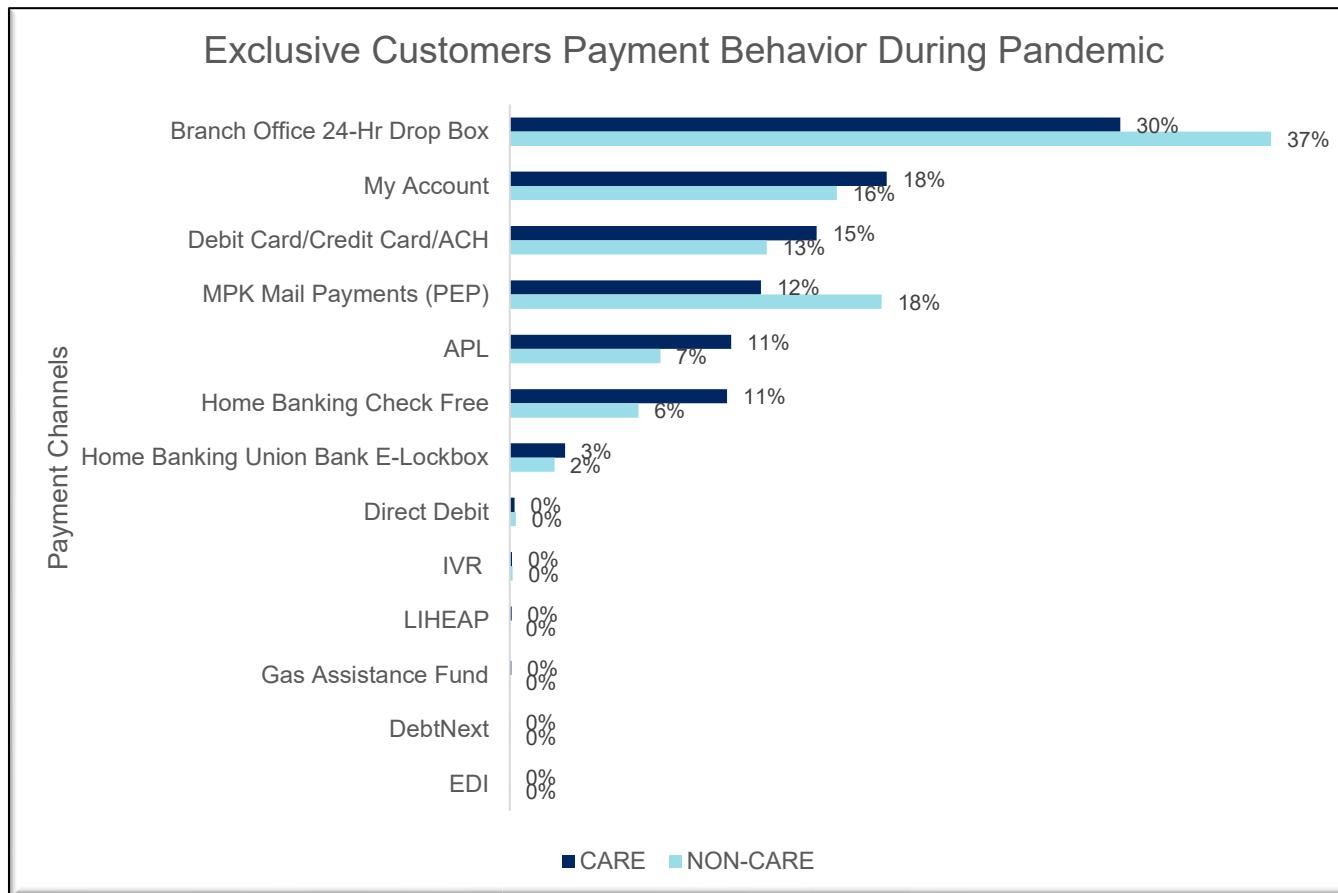
<sup>2</sup> Other vulnerable customers defined by Special Handling categories: Medical, Life Support, and Hospice

# Branch Office Closures Did Not Disproportionately Impact Vulnerable Customers



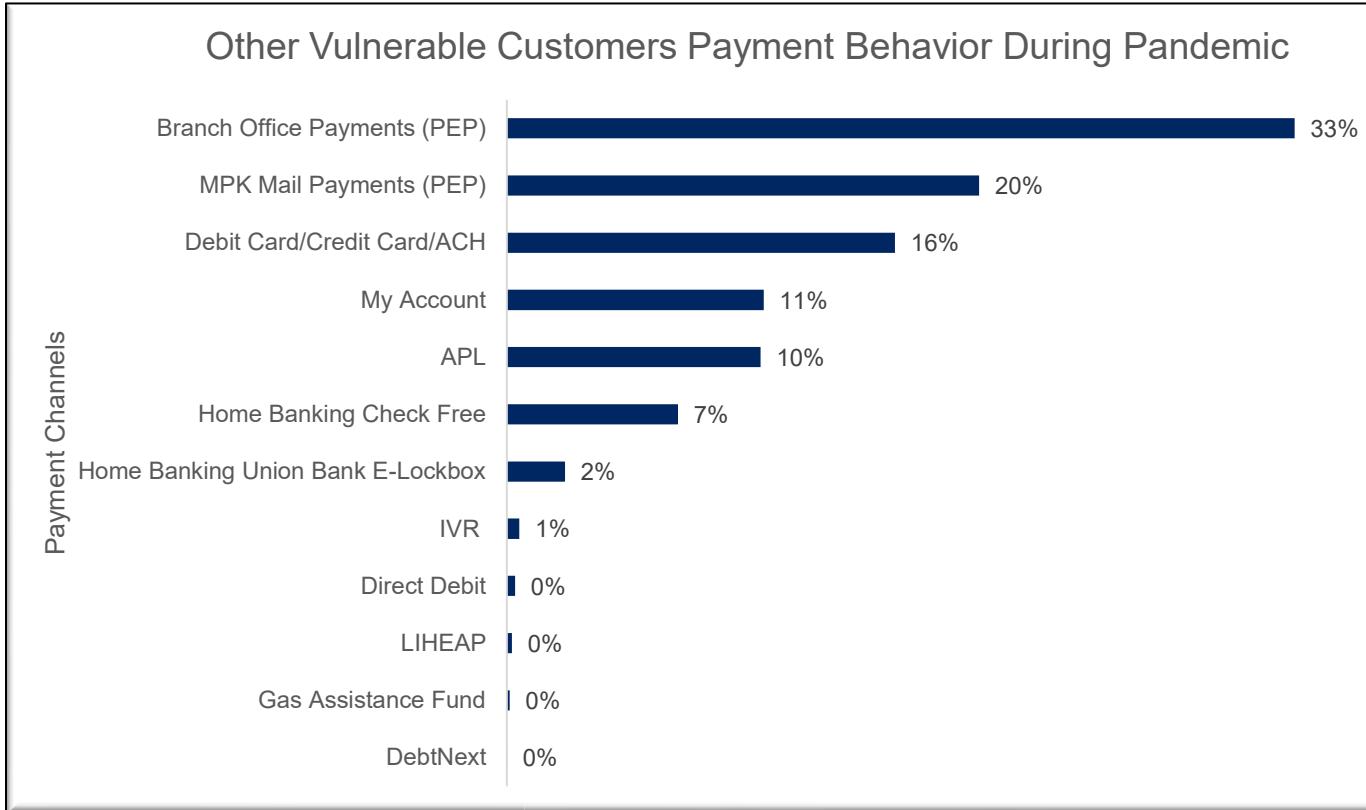
- Payments tracked during Pandemic 3/23/20– 7/5/21
- Vulnerable customers include elderly, disabled, medical, hospice, and life support
- Moratorium in place

# During COVID, Exclusive Branch Office Customers Transitioned to Other Payment Channels



- Payments tracked during Pandemic 3/23/20– 7/5/21
- Study of 2019 exclusive customers base: 256,348
- Branch office customers enrolled in CARE transitioned to other payment channels at a greater rate than those customers not enrolled in these programs.

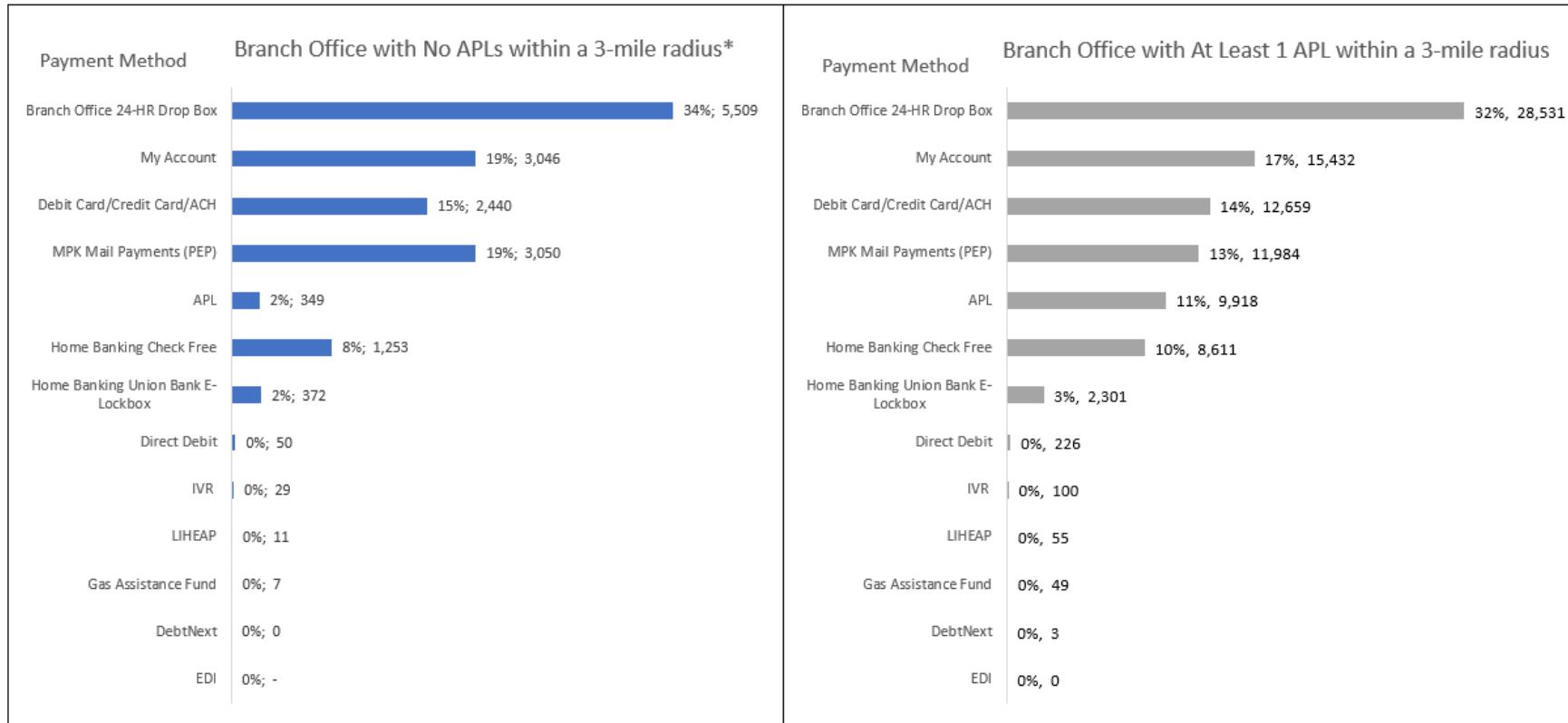
# In Addition to CARE Customers, Other Vulnerable Customers Were Also Able to Transition to Alternate Payment Channels



- Payments tracked during Pandemic 3/23/20– 7/5/21
- Other vulnerable customers include elderly, disabled, medical baseline, hospice, and life support.

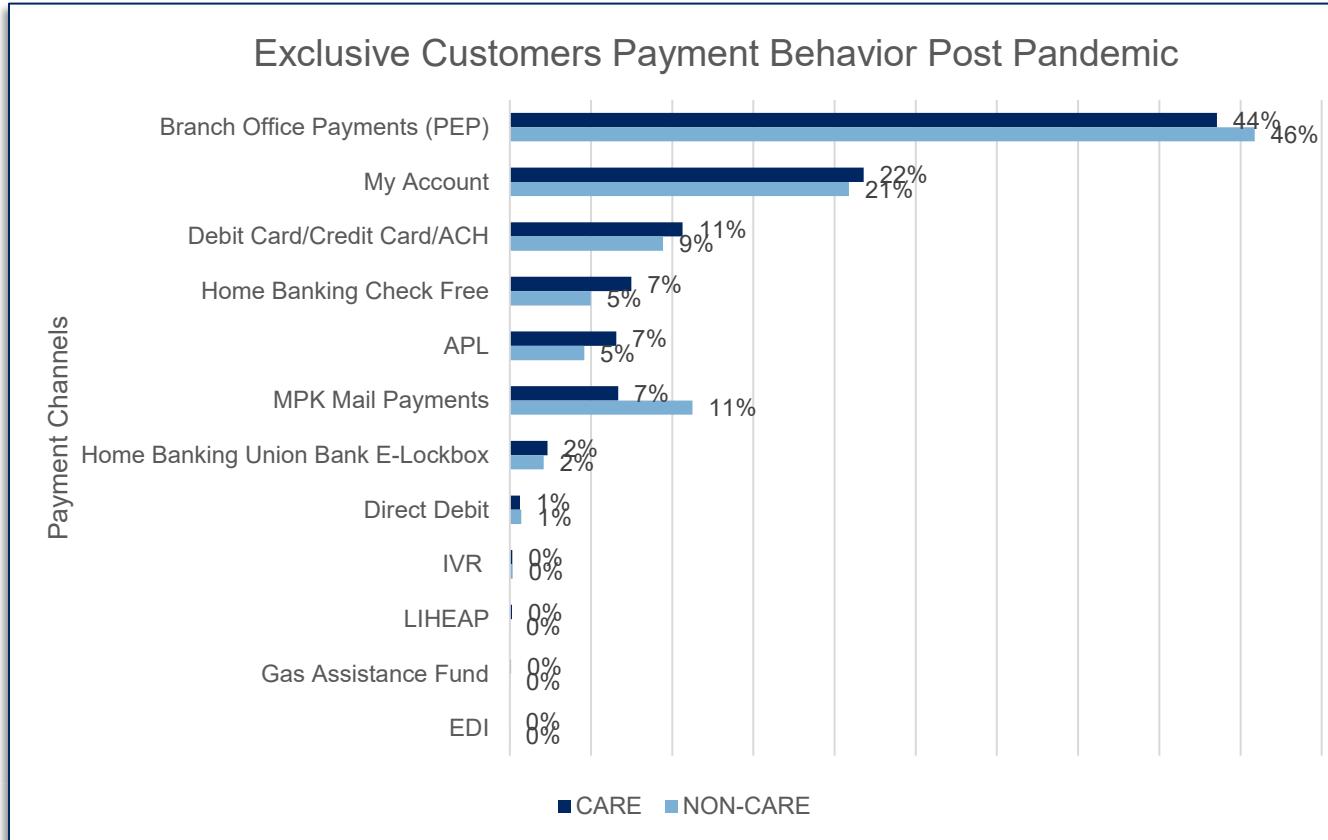
# Customers Without an APL Within 3 Miles of a Branch Office Have Successfully Leveraged Alternative Payment Methods

## Payment Behavior of Exclusive Customers Identified Transacting in Branch Office Locations with and without APLs within a 3-mile radius



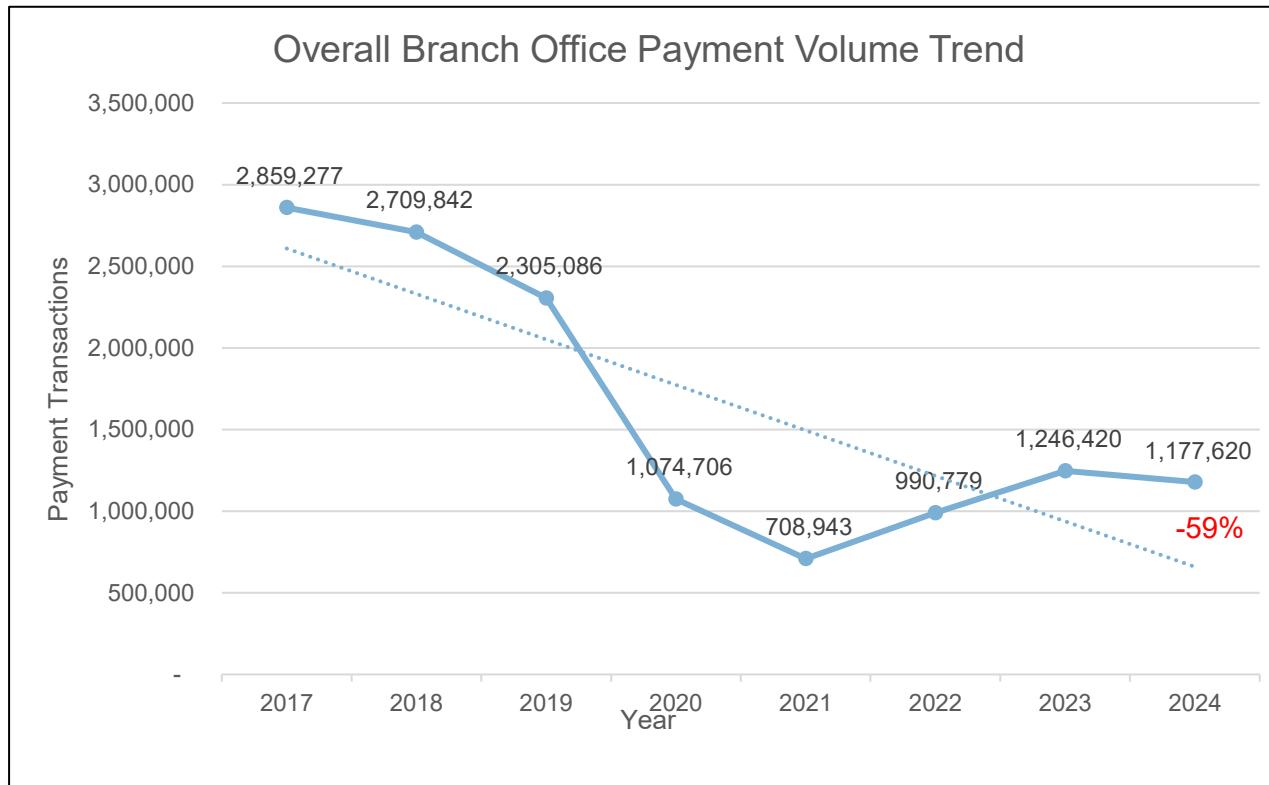
- Branch offices with no APLs within a 3-mile radius: Banning, Glendale, Hollywood, Pasadena, Riverside, San Luis Obispo, San Pedro, and Wilmington
- Payments tracked during the Pandemic 3/28/20 – 7/5/21

# After Reopening, Many Exclusive Branch Office Customers Continued to Use Alternate Payment Methods



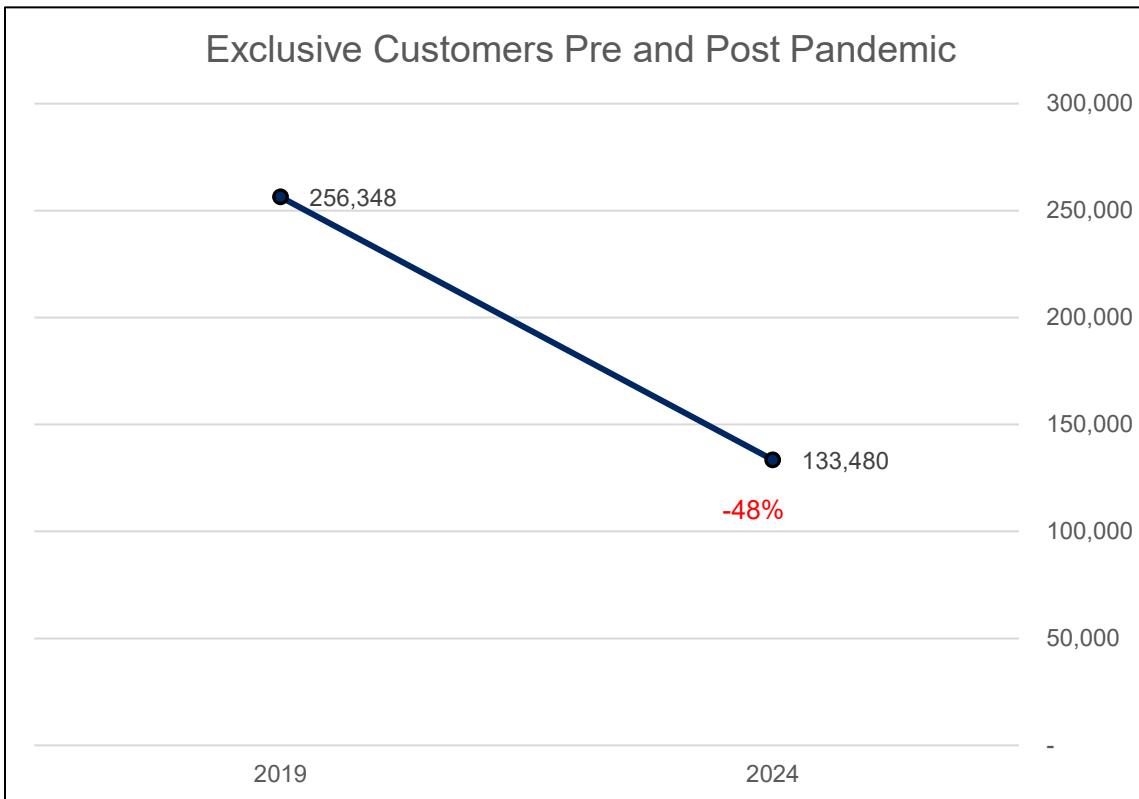
- Study of 2019 exclusive customers base: 256,348
- Payments tracked during the 3-year period post Pandemic 7/6/21 – 7/5/24

# Annual Branch Office Payments Have Been Downward Trending Since 2017



- Branch Office payment volume has decreased 59% from 2017 to 2024.

# Number of Branch Office Exclusive Customers Decreased After Pandemic



- Exclusive Branch Office customers decreased 48% from 2019 to 2024.

## **ATTACHMENT C**

## SCG APL LOCATIONS 1-29-25

APL Name	Address	City	State	Zip
A+ Check Cashing	215 S. Rosemead Blvd.	Pasadena	CA	91107
A+ Check Cashing	9708 Valley Blvd	Rosemead	CA	91770
Advance Food Market	5469 W. Adams Blvd.	Los Angeles	CA	90016
Agua Plus	950 Avalon Blvd.	Wilmington	CA	90744
Anything Goes	811 Spring St.	Paso Robles	CA	93446
AV Mail N More	2851 W. Avenue L	Lancaster	CA	93536
Best Union	902 W. Anaheim St	Wilmington	CA	90744
Better Shipping	740 S. Harbor Blvd	Santa Ana	CA	92704
Big Stop Market	127 S. Shafter Ave.	Shafter	CA	93263
Boost Mobile	10869 Oxnard Street	North Hollywood	CA	91606
Brawley Superior Furniture Inc.	534 E St.	Brawley	CA	92227
Burbank Public Service Dept.	164 W. Magnolia Blvd.	Burbank	CA	91502
Cactus Market	7021 California City Blvd	California City	CA	93505
California Super Market	601 S. Imperial Ave.	Calexico	CA	92231
Cardenas Market #10	1067 N. Mount Vernon Ave.	Colton	CA	92324
Cardenas Market #11	6350 Van Buren Blvd.	Riverside	CA	92503
Cardenas Market #13	1475 S. San Jacinto Ave.	San Jacinto	CA	92583
Cardenas Market #14	301 S. Lincoln Avenue	Corona	CA	92882
Cardenas Market #16	690 E. Holt Avenue	Pomona	CA	91766
Cardenas Market #17	82266 Hwy 111	Indio	CA	92201
Cardenas Market #18	50037 Cesar Chavez St.	Coachella	CA	92236
Cardenas Market #19	15555 E. Main Street	Hesperia	CA	92345
Cardenas Market #20	1645 W. Holt Ave.	Pomona	CA	91768
Cardenas Market #22	14930 Perris Blvd.	Moreno Valley	CA	92553
Cardenas Market #23	1620 N. Imperial Ave.	El Centro	CA	92243
Cardenas Market #24	140 W. 40th St.	San Bernardino	CA	92407
Cardenas Market #25	31655 Date Palm Dr.	Cathedral City	CA	92234
Cardenas Market #29	1837 E. 4th St.	Ontario	CA	91764
Cardenas Market #31	31952 Mission Trail	Lake Elsinore	CA	92530
Cardenas Market #32	25310 Madison Ave.	Murrieta	CA	92562-92562
Cardenas Market #33	3840 La Sierra Ave	Riverside	CA	92505
Cardenas Market #34	2300 N Imperial Ave.	Calexico	CA	92231
Cardenas Market #35	5281 Holt Blvd	Montclair	CA	91763-4822
Cardenas Market #36	2045 E. Highland Ave.	San Bernardino	CA	92404
Cardenas Market #37	14528 Palmdale Road	Victorville	CA	92392
Cardenas Market #4	2560 N. Perris Blvd.	Perris	CA	92571
Cardenas Market #5	720 E. Holt Blvd.	Ontario	CA	91761
Cardenas Market #6	2001 S. Garey Avenue	Pomona	CA	91766
Cardenas Market #7	16721 Valley Blvd	Fontana	CA	92335
Cardenas Market #8	25065 Sunnymead Blvd.	Moreno Valley	CA	92553-4195
Cardenas Market #81	2450 Vineyard Ave.	Ontario	CA	91761

## SCG APL LOCATIONS 1-29-25

APL Name	Address	City	State	Zip
Cardenas Market #83	1848 S. Euclid Ave.	Ontario	CA	91762
Cardenas Market #9	250 W. Foothill Blvd.	Rialto	CA	92376
Cardenas Market#15	16212 Foothill Blvd.	Fontana	CA	92335
Carniceria La Bonita	1000 W. Main St.	Santa Maria	CA	93458
Carniceria La Unica	517 Cooper Rd.	Oxnard	CA	93030
Cash It Quick - BAAS ENTERPRISES	43535 N. Gadsden Ave, Ste. F	Lancaster	CA	93534
Cheers Liquor & Market	572 West Ramsey Street	Banning	CA	92220
Chhina's Market #5	133 Dean Drive	Santa Paula	CA	93060
Chuys Market	9787 Mission Blvd	Riverside	CA	92509
City Cash Service	7665 Knott Ave.	Buena Park	CA	90620
Corina's Discount Store	964 E. Main St.	Santa Paula	CA	93060
Cortes Insurance & Tax Services	68-100 Ramon Rd., Ste. C-9	Cathedral City	CA	92234
Cortes Insurance & Tax Services	13138 Palm Dr.	Desert Hot Springs	CA	92240
Cruz Tax Services	423 W. Main St.	El Centro	CA	92243
CV Communications	12789 First Dr.	Cutler	CA	93615
DF Records Boostmobile	626 W. Chapman Ave., Unit B	Placentia	CA	92870
Diego's Wireless	19008 Soledad Canyon Rd	Canyon Country	CA	91351
Discoteca El Campeon	31901 Camino Capistrano, Ste. 6	San Juan Capistrano	CA	92675
DolEx (AGENT)	4272 Beverly Blvd.	Los Angeles	CA	90004
Dolex (Agent)	216 N. Milpas Street	Santa Barbara	CA	93103
Escobar Travel	2437 N. Broadway	Lincoln Heights	CA	90031
Dolex (Branch)	2221 Niles Point	Bakersfield	CA	93306
Dolex (Branch)	14005 Ramona Boulevard Suite A	Baldwin Park	CA	91706
Dolex (Branch)	6915 Atlantic Avenue	Bell	CA	90201
Dolex (Branch)	10266 Rosecrans Avenue	Bellflower	CA	90706
Dolex (Branch)	8951 Knott Avenue, Ste. D	Buena Park	CA	90620
Dolex (Branch)	129 E Lomita Boulevard	Carson	CA	90745
Dolex (Branch)	68535 E. Ramon Road, Ste. B-101	Cathedral City	CA	92234
Dolex (Branch)	5685 Riverside Drive, Ste. E	Chino	CA	91710
Dolex (Branch)	49975 Harrison Street, Ste. G	Coachella	CA	92236
Dolex (Branch)	1047 N Mt. Vernon Avenue	Colton	CA	92324
Dolex (Branch)	5636 E Whittier Boulevard	Commerce	CA	90022
Dolex (Branch)	2800 Mountain View Road	El Monte	CA	91732
Dolex (Branch)	16843 Valley Boulevard, Ste. B	Fontana	CA	92335
Dolex (Branch)	16143 Foothill Boulevard	Fontana	CA	92335
Dolex (Branch)	1023 W Gardena Boulevard	Gardena	CA	90247
Dolex (Branch)	7138 Pacific Boulevard	Huntington Park	CA	90255
Dolex (Branch)	1000 S. La Brea Avenue	Inglewood	CA	90301
Dolex (Branch)	424 W. La Habra Boulevard	La Habra	CA	90631
Dolex (Branch)	13740 Amar Road	La Puente	CA	91746
Dolex (Branch)	15228 Hawthorne Boulevard #B	Lawndale	CA	90260

### SCG APL LOCATIONS 1-29-25

APL Name	Address	City	State	Zip
Dolex (Branch)	10804 Hawthorne Boulevard	Lennox	CA	90304
Dolex (Branch)	1017 E. 10th Street	Long Beach	CA	90813
Dolex (Branch)	5575 Atlantic Avenue	Long Beach	CA	90805
Dolex (Branch)	6001 Atlantic Avenue	Long Beach	CA	90805
Dolex (Branch)	1889 Pacific Avenue	Long Beach	CA	90806
Dolex (Branch)	310 E. Manchester Avenue	Los Angeles	CA	90003
Dolex (Branch)	1435 E Gage Avenue, Ste A	Los Angeles	CA	90001
Dolex (Branch)	4372 W. 3rd Street	Los Angeles	CA	90020
Dolex (Branch)	4700 S. Broadway Street	Los Angeles	CA	90037
Dolex (Branch)	701 E Jefferson Boulevard	Los Angeles	CA	90011
Dolex (Branch)	1309 S. Alvarado Street	Los Angeles	CA	90006
Dolex (Branch)	9127 S Figueroa Street	Los Angeles	CA	90003
Dolex (Branch)	1831 W. 3rd Street	Los Angeles	CA	90057
Dolex (Branch)	258 E. Adams Boulevard, Ste. 106	Los Angeles	CA	90011
Dolex (Branch)	5126 1/2 Huntington Drive	Los Angeles	CA	90032
Dolex (Branch)	4059 S Central Avenue	Los Angeles	CA	90011
Dolex (Branch)	4831 Whittier Boulevard	Los Angeles	CA	90022
Dolex (Branch)	927 N. Western Avenue	Los Angeles	CA	90029
Dolex (Branch)	3100 E. Imperial Highway, Bldg. B #1004	Lynwood	CA	90262
Dolex (Branch)	9990 Long Beach Blvd.	Lynwood	CA	90262
Dolex (Branch)	14940 Perris Blvd Ste A	Moreno Valley	CA	92553
Dolex (Branch)	8706 Sepulveda Boulevard	North Hills	CA	91343
Dolex (Branch)	12727-B Sherman Way, K09	North Hollywood	CA	91605
Dolex (Branch)	10951 Rosecrans Avenue	Norwalk	CA	90650
Dolex (Branch)	10455 Laurel Canyon Boulevard	Pacoima	CA	91331
Dolex (Branch)	1713 E Palmdale Boulevard, Ste. C	Palmdale	CA	93550
Dolex (Branch)	14568 Nordhoff Boulevard	Panorama City	CA	91402
Dolex (Branch)	14431 Chase Street, Ste. D	Panorama City	CA	91402
Dolex (Branch)	6752 Passons Boulevard	Pico Rivera	CA	90660
Dolex (Branch)	9448 E. Whittier Boulevard	Pico Rivera	CA	90660
Dolex (Branch)	3971 Chicago Avenue	Riverside	CA	92507
Dolex (Branch)	25721 E. Baseline Street	San Bernardino	CA	92410
Dolex (Branch)	902 San Fernando Road	San Fernando	CA	91340
Dolex (Branch)	816 S. Pacific Avenue	San Pedro	CA	90731
Dolex (Branch)	500 S. Pacific Avenue	San Pedro	CA	90731
Dolex (Branch)	3839 W 1st Street, Ste B3	Santa Ana	CA	92703
Dolex (Branch)	1141 W. Carson Street	Torrance	CA	90502
Dolex (Branch)	811 N. Avalon Boulevard	Wilmington	CA	90744
Double D Market	1500 W. Houston Ave.	Visalia	CA	93291
E Money Express # 1	4149 Tweedy Boulevard	South Gate	CA	90280
E Money Express # 2	23532 El Toro Rd. Ste. 7	Lake Forest	CA	92630

## SCG APL LOCATIONS 1-29-25

APL Name	Address	City	State	Zip
E Money Express # 3	221 S. State College Blvd	Anaheim	CA	92806
E Money Express # 4	12203 Carson Street	Hawaiian Gardens	CA	90716
E Money Express # 5	7705 Atlantic Ave., Ste. A	Cudahy	CA	90201
E Money Express # 6	11151 Avalon Blvd Ste. 108	Los Angeles	CA	90061
E Money Express # 7	4137 Gage Ave	Bell	CA	90201
E Money Express # 8	8505 Rosecrans Avenue Unit 1	Paramount	CA	90723
El Brillante Market	1016 E. Main St.	Santa Paula	CA	93060
El Mercadito Meat Market	16760 Palm Dr., Ste. 1	Desert Hot Springs	CA	92240
El Rio Central Market	2765 E. Vineyard Ave.	Oxnard	CA	93036
Exeter Pik N Go	445 W. Visalia Rd.	Exeter	CA	93221
Fastrip	1123 Cecil Ave.	Delano	CA	93215
Fastrip #44-903	466 Cecil Ave.	Delano	CA	93215
Fiesta Market #2	9710 Main St.	Lamont	CA	93241
Fiesta Supermarket	915 Poso Dr.	Wasco	CA	93280
Fox Drug of Torrance	1327 El Prado Ave.	Torrance	CA	90501
Gardena Supermarket	1012 W. Gardena Blvd.	Gardena	CA	90247
Guadalajara Meat Market	1400 W. Grand Ave., Suite D	Grover Beach	CA	93433
Guadalajara Meat Market	566 E. Date Ave.	Porterville	CA	93257
Guadalajara Super Market	1543 E. Bardsley Ave.	Tulare	CA	93274
Hemet Blueprint Mailbox & Postal	2127 E. Florida Avenue	Hemet	CA	92544
Images/RadioShack	1110 Whitley Ave.	Corcoran	CA	93212
Jan's Liquor	12300 W. Pico Blvd	Los Angeles	CA	90064
JC Insurance	1717 E. Vista Chino STE. J2	Palm Springs	CA	92262
JMG Wireless	720 N. Lake Avenue #4	Pasadena	CA	91104
Joyeria El Dorado	191 N. Elmwood Ave.	Lindsay	CA	93247
Joyeria Herrera's	2404 McCall Ave.	Selma	CA	93662
J's Market and Gas	1384 E. Manning Ave.	Reedley	CA	93654
La Familia Market	1604 G Street	Reedley	CA	93654
La Hacienda Market	315 James St.	Shafter	CA	93263
La Mexicana Market	416 Bear Mountain Blvd.	Arvin	CA	93203
La Mexicana Market	1920 Creston Rd.	Paso Robles	CA	93446
La Unica Check Cashing	430 W. Pleasant Valley Rd.	Oxnard	CA	93033
Latino Cellular #1	1544 Orange St.	Redlands	CA	92374
Latino Cellular #3 - Metro PCS	27303 Baseline St., Ste. 105	Highland	CA	92346
Latino Cellular #4	701 Beaumont Ave.	Beaumont	CA	92223
Latino Cellular #5	2775 N. State Street	San Bernardino	CA	92407
Latino Cellular #6	2169 W. Ramsey St Unit B	Banning	CA	92220
Liquor Zone	424 S. Central Ave.	Glendale	CA	91205
Loma Linda Waters	25680 Barton Rd.	Loma Linda	CA	92354
Los Novillos	14114 S. Vermont Avenue	Gardena	CA	90247
Los Novillos #2	5405 Arlington Ave	Riverside	CA	92504

## SCG APL LOCATIONS 1-29-25

APL Name	Address	City	State	Zip
Mail America 2	2551 E. Avenue S, Suite G	Palmdale	CA	93550
Mail Depot Plus	3337 W. Florida Ave.	Hemet	CA	92545
Mail Etc. 4-U	16843 Valley Blvd., Ste. E	Fontana	CA	92335
Mail N More	100 Rancho Rd., Ste. 7	Thousand Oaks	CA	91362
Mailboxes & Shipping Etc.	1927 Harbor Blvd., Ste. A	Costa Mesa	CA	92627
MailServ Postal & Shipping	1441 Huntington Drive	South Pasadena	CA	91030
Maria's Fine Jewelry	1844 W. Lacey Blvd.	Hanford	CA	93230
Maria's Fine Jewelry	308 W. D. Street	Lemoore	CA	93245
Maywood Quick Check #2	6048 Atlantic Blvd.	Maywood	CA	90270
Maywood Quick Check #3	5825 S. Santa Fe Avenue	Vernon	CA	90058
Mi Pueblito Services	41562 Road 128	Orosi	CA	93647
Mi Rancho Market	400 W. Perkins Ave.	McFarland	CA	93250
Michael's Liquor	2402 Wilshire Blvd.	Santa Monica	CA	90403
Midway Market	685 W. Baseline Street	San Bernardino	CA	92410
Milpas Communications - Boost Mobile	204 N. Milpas St.	Santa Barbara	CA	93103
Monrovia Financial Center	412 W. Foothill Blvd.	Monrovia	CA	91016
Mulberry Pharmacy	15025 Mulberry Dr	Whittier	CA	90604
Multiservicios Azteca 3 "Azteca Envios De Dinero"	5165 Whittier Blvd	East Los Angeles	CA	90022
Munoz Wireless	751 W. Ventura St. Suite G	Fillmore	CA	93015
New York's Market	8055 Rosecrans Ave., Ste. 105	Paramount	CA	90723
Nomad Post	1308 E. Colorado Blvd.	Pasadena	CA	91106
Our Postal Express	7252 Archibald Ave	Rancho Cucamonga	CA	91701
Pack N Mail	2026 N. Riverside Ave., Ste. C	Rialto	CA	92377
Perfect Wireless Solutions	2420 N. Broadway	Los Angeles	CA	90031
Plaza Market	5668 Historic Plaza	Twenty-Nine Palms	CA	92277
PLS Check Cashers #042	1605 S. Hoover St.	Los Angeles	CA	90006
PLS Check Cashers #045	3805 E. Cesar E. Chavez Ave.	Los Angeles	CA	90063
PLS Check Cashers #098	3217 E. Florence Ave.	Huntington Park	CA	90255
PLS Check Cashers #112	1570 S. Western Ave., Suite 110	Los Angeles	CA	90006
PLS Check Cashers #450	1545 W. Pico Blvd.	Los Angeles	CA	90015
PLS Check Cashers #451	15039 Prairie Ave.	Lawndale	CA	90260
PLS Check Cashers #453	5201 E. Whittier Blvd.	Los Angeles	CA	90022
PLS Check Cashers #455	14020 Pioneer Blvd	Norwalk	CA	90650
PLS Check Cashers #456	536 E. Manchester Ave	Los Angeles	CA	90003
PLS Check Cashers #458	815 W Holt Boulevard, Suite #301	Ontario	CA	91762
PLS Check Cashers #460	7855 Van Nuys Blvd	Panorama City	CA	91402
PLS Check Cashers #461	7201 Balboa Blvd	Van Nuys	CA	91406
PLS Check Cashers #462	11214 Glenoaks Blvd	Pacoima	CA	91331
PLS Check Cashers #463	6225 Figueroa St	Los Angeles	CA	90003
PLS Check Cashers #464	11401 S. Figueroa St.	Los Angeles	CA	90061
PLS Check Cashers #465	1801 West 6th Ave.	Los Angeles	CA	90057

## SCG APL LOCATIONS 1-29-25

APL Name	Address	City	State	Zip
PLS Check Cashers #466	123 East Vernon Ave.	Los Angeles	CA	90011
PLS Check Cashers CC# 095	9714 Woodman Avenue	Arleta	CA	91331
PLS Check Cashers CC# 096	11301 Long Beach Blvd	Lynwood	CA	90262
PLS Check Cashers CC# 43	13022 S. Atlantic Avenue	Compton	CA	90221
PLS Check Cashers CC# 44	2324 Whittier Blvd Suite 2	Los Angeles	CA	90023
PLS Check Cashers CC# 452	10048 Hawthorne Blvd	Inglewood	CA	90304
PLS Check Cashers CC# 454	6801 Van Nuys Blvd	Van Nuys	CA	91405
PLS Check Cashers CC# 457	809 W. Rosecrans Avenue	Compton	CA	90222
PLS Check Cashers CC#459	111 W. Pacific Coast Hwy	Wilmington	CA	90744
Portillo Cellular	8714 E. Ave T, Ste. P	Littlerock	CA	93543-1820
Portillo's Boost #1	442 E. Palmdale Blvd.	Palmdale	CA	93550
Portillo's Boost #2	37926 47th St. East, Ste. A	Palmdale	CA	93552
Portillo's Boost Mobile #3	13133 Van Nuys Blvd	Pacoima	CA	91331
Prince Food & Gas	133 W. Walnut Ave.	Visalia	CA	93277
R & G's Food Basket	14407 Pioneer Blvd	Norwalk	CA	90650
R Ranch Market #12	1112 Walnut Ave.	Tustin	CA	92780
R Ranch Markets	17305 E. Valley Blvd	La Puente	CA	91744
Ralphs # 277	950 N. La Brea Ave.	Inglewood	CA	90302
Ralphs # 291	4760 W. Pico Blvd	Los Angeles	CA	90019
Ralph's #16	670 S. Western Ave	Los Angeles	CA	90005
Ralphs #266	11922 S. Vermont Ave.	Los Angeles	CA	90044
Ralphs #269	11873 Hawthorne Blvd	Hawthorne	CA	90250
Ralph's #274	1730 W. Manchester Ave.	Los Angeles	CA	90047
Ralph's #283	5080 Obama Blvd.	Los Angeles	CA	90016
Ralphs #294	2600 S. Vermont Ave.	Los Angeles	CA	90007
Ralph's #759	10861 Weyburn Ave.	Westwood	CA	90024
Red Barn Market #2	995 N. Ventura Ave.	Ventura	CA	93001
Rozi's Market	831 S. Lovers Lane	Visalia	CA	93292
Salon Envios Barberia Veracruz	1440 S. Anaheim Blvd Space 17	Anaheim	CA	92805
Santa Monica Checks Cashed	1705 Pico Blvd.	Santa Monica	CA	90405
Santa Susana Station	4212 E. Los Angeles Ave.	Simi Valley	CA	93063
Senna's Insurance Services	1404 E. Grand Ave.	Arroyo Grande	CA	93420
Shop N Save Market	1206 W. Westfield Ave.	Porterville	CA	93257
State Foods Supermarket	250 E. Antelope Ave. Suite A.	Woodlake	CA	93286
Su Casa de Cambio #3	3594 E. 1st St.	Los Angeles	CA	90063
Su Casa de Cambio #9	4840 E. Whittier Blvd	Los Angeles	CA	90022
Sultana Food Mart (Dino Care)	10427 Ave 416	Sultana	CA	93666
Sunnyside Business Center AKA Ybarra Business Services Academy West	690 Fresno St.	Parlier	CA	93648
Super Carniceria La Chiquita #3	817 W. Laurel Ave.	Lompoc	CA	93436
The Mail Outpost	750 South Lincoln Ave #104	Corona	CA	92882
Tipton Food Center	321 E. Klindera Ave.	Tipton	CA	93272

## SCG APL LOCATIONS 1-29-25

APL Name	Address	City	State	Zip
Trinity Pharmacy Inc.	1335 S. Grand Ave.	Glendora	CA	91740
Tropicana Supermarket	2425 Hwy 46	Wasco	CA	93280
Tulare Mini Mart	525 W. Inyo Ave.	Tulare	CA	93274
U N Me Postal	300 W. Valley Blvd	Alhambra	CA	91803
Uni Service Money Transfers	334 S. D. Street	Perris	CA	92570
United Market	1665 E. El Monte Way	Dinuba	CA	93618
United Market	577 I Street	Reedley	CA	93654
United Market	3736 McCall Ave.	Selma	CA	93662
Valley Foods Super Market	2259 Tahoe Ave. Mailing Addr. PO BOX 158	Caruthers	CA	93609
Valley Foods Super Market	32717 Road 160	Ivanhoe	CA	93235
Vanowen Check Cashing	6803 Woodman Ave.	Van Nuys	CA	91405
Vista Drugs	821 W. 19th St.	Costa Mesa	CA	92627
Vista Market	421 W. Visalia Rd.	Farmersville	CA	93223
Walmart #02708	32225 Highway 79 South	Temecula	CA	92592
Walmart #08958 "Neighborhood Mkt"	44100 Jefferson Street	Indio	CA	92201
Walmart #01555	2150 N. Waterman Ave.	El Centro	CA	92243
Walmart #01563	1731 E. Avenue J	Lancaster	CA	93536
Walmart #01574	6225 Colony St.	Bakersfield	CA	93307
Walmart #01624	2601 Fashion Pl.	Bakersfield	CA	93306
Walmart #01645	250 S. 12th Ave.	Hanford	CA	93230
Walmart #01660	40130 10th St. W	Palmdale	CA	93551
Walmart #01693	2050 W. Redlands Blvd.	Redlands	CA	92373
Walmart #01747	1800 N. Perris Blvd.	Perris	CA	92571
Walmart #01756	17251 Foothill Blvd.	Fontana	CA	92335
Walmart #01826	1819 E. Noble Ave.	Visalia	CA	93292
Walmart #01853	1231 S. Sanderson Ave.	Hemet	CA	92545
Walmart #01859	2540 Rockwood Ave.	Calexico	CA	92231
Walmart #01862	1366 S. Riverside Ave.	Rialto	CA	92376
Walmart #01877	1250 W. Henderson Ave.	Porterville	CA	93257
Walmart #01882	3400 Floral Ave.	Selma	CA	93662
Walmart #01899	6250 Valley Springs Pkwy	Riverside	CA	92507
Walmart #01912	479 N. McKinley St.	Corona	CA	92879
Walmart #01914	4210 Highland Ave.	Highland	CA	92346
Walmart #01915	58501 29 Palms Hwy	Yucca Valley	CA	92284
Walmart #01922	12549 Foothill Blvd.	Rancho Cucamonga	CA	91739
Walmart #01941	1950 Auto Center Dr.	Glendora	CA	91740
Walmart #01989	701 W. Central Ave.	Lompoc	CA	93436
Walmart #01992	1540 W. Foothill Blvd.	Upland	CA	91786
Walmart #02028	5200 Van Buren Blvd.	Riverside	CA	92503
Walmart #02032	2001 N. Rose Ave.	Oxnard	CA	93036
Walmart #02077	29260 Central Avenue	Lake Elsinore	CA	92532

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APL Name	Address	City	State	Zip
Walmart #02082	12701 Towne Center Dr.	Cerritos	CA	90703
Walmart #02099	180 Niblick Rd.	Paso Robles	CA	93446
Walmart #02110	14501 Lakewood Blvd.	Paramount	CA	90723
Walmart #02206	27470 Alicia Parkway	Laguna Niguel	CA	92677
Walmart #02218	26502 Towne Centre Dr.	Foothill Ranch	CA	92610
Walmart #02242	440 N. Euclid St.	Anaheim	CA	92801
Walmart #02251	17150 Gale Ave.	City of Industry	CA	91745
Walmart #02288	80 Rio Rancho Rd.	Pomona	CA	91766
Walmart #02292	1275 N. Azusa Ave.	Covina	CA	91722
Walmart #02297	25450 The Old Rd.	Stevenson Ranch	CA	91381
Walmart #02401	1600 Mountain Ave.	Duarte	CA	91010
Walmart #02495	13331 Beach Blvd.	Westminster	CA	92683
Walmart #02507	2220 Bradley Rd.	Santa Maria	CA	93455
Walmart #02517	3600 W. McFadden Ave.	Santa Ana	CA	92704
Walmart #02523	2595 E. Imperial Hwy	Brea	CA	92821
Walmart #02526	19821 Rinaldi St.	Porter Ranch	CA	91326
Walmart #02527	951 Avenida Pico	San Clemente	CA	92673
Walmart #02536	1110 E. Prosperity Ave.	Tulare	CA	93274
Walmart #02546	2300 N. Tustin St.	Orange	CA	92865
Walmart #02556	1168 W. Branch St.	Arroyo Grande	CA	93420
Walmart #02557	8400 Rosedale Hwy	Bakersfield	CA	93312
Walmart #02568	8333 Van Nuys Blvd.	Panorama City	CA	91402
Walmart #02609	2770 Carson St.	Lakewood	CA	90712
Walmart #02636	8230 Talbert Ave.	Huntington Beach	CA	92646
Walmart #02842	1290 E. Ontario Ave.	Corona	CA	92881
Walmart #02886	8500 Washington Blvd.	Pico Rivera	CA	90660
Walmart #02950	37140 47th St. E	Palmdale	CA	93552
Walmart #02951	44665 Valley Central Way	Lancaster	CA	93536
Walmart #02952	41200 Murrieta Hot Springs Rd.	Murrieta	CA	92562
Walmart #03087	2701 Saviers Rd.	Oxnard	CA	93033
Walmart #03248	1340 S. Beach Blvd.	La Habra	CA	90631
Walmart #03276	4001 Hallmark Pkwy	San Bernardino	CA	92407
Walmart #03464	3943 Grand Ave.	Chino	CA	91710
Walmart #03477	7250 Carson Blvd.	Long Beach	CA	90808
Walmart #03522	3250 Big Dalton Ave.	Baldwin Park	CA	91706
Walmart #03523	26471 Carl Boyer Dr.	Santa Clarita	CA	91350
Walmart #05032	8450 La Palma Ave.	Buena Park	CA	90620
Walmart #05072	19503 Normandie Ave.	Torrance	CA	90501
Walmart #05096	34500 Monterey Ave.	Palm Desert	CA	92211
Walmart #05134	5075 Gosford Rd.	Bakersfield	CA	93313
Walmart #05152	6433 Fallbrook Ave.	West Hills	CA	91307

## SCG APL LOCATIONS 1-29-25

APL Name	Address	City	State	Zip
Walmart #05154	1827 Walnut Grove Ave.	Rosemead	CA	91770
Walmart #05156	1540 E. 2nd St.	Beaumont	CA	92223
Walmart #05162	27931 Kelly Johnson Pkwy	Santa Clarita	CA	91355
Walmart #05193	12721 Moreno Beach Dr.	Moreno Valley	CA	92555
Walmart #05335	250 Wildcat Dr.	Brawley	CA	92227
Walmart #05394	770 W. El Monte Way	Dinuba	CA	93618
Walmart #05425	1861 S. San Jacinto Ave.	San Jacinto	CA	92583
Walmart #05601	21132 Beach Blvd.	Huntington Beach	CA	92648
Walmart #05603 "Neighborhood Mkt"	12270 Paramount Blvd.	Downey	CA	90242
Walmart #05605 "Neighborhood Mkt"	14530 Nordhoff St.	Panorama City	CA	91402
Walmart #05640 "Neighborhood Mkt"	1120 S. Anaheim Blvd.	Anaheim	CA	92805
Walmart #05641	1000 E. Imperial Hwy	La Habra	CA	90631
Walmart #05643	421 W. Esplanade Dr.	Oxnard	CA	93036
Walmart #05874	22015 Hawthorne Blvd.	Torrance	CA	90503
Walmart #1692	1120 S. Mount Vernon Ave.	Colton	CA	92324
Walmart #1805	79295 Hwy 111	La Quinta	CA	92253
Walmart #1832	5601 E. Ramon Rd.	Palm Springs	CA	92264
Walmart #2181	82-491 Avenue 42	Indio	CA	92203
Walmart #2226	19340 Hawthorne Blvd.	Torrance	CA	90503
Walmart #2487 "Neighborhood Mkt"	1560 W. Sixth St.	Corona	CA	92882
Walmart #2621	255 Cochran St.	Simi Valley	CA	93065
Walmart #2826	83053 Ave. 48	Coachella	CA	92236
Walmart #2948	13310 Telegraph Rd.	Santa Fe Springs	CA	90670
Walmart #2998 "Neighborhood Mkt"	25755 Barton Rd.	Loma Linda	CA	92354
Walmart #3026 "Neighborhood Mkt"	72314 Highway 111	Palm Desert	CA	92260
Walmart #3099 "Neighborhood Market"	5420 La Palma Ave.	La Palma	CA	90623
Walmart #3101 "Neighborhood Mkt"	121 N. Beach Blvd.	Anaheim	CA	92801
Walmart #3131 "Neighborhood Market"	300 W. Baseline Rd.	Rialto	CA	92376
Walmart #3132	778 E. Arrow Hwy	Pomona	CA	91767
Walmart #3133 "Neighborhood Market"	1425 N. Hacienda Blvd.	La Puente	CA	91744
Walmart #3138 "Neighborhood Mkt"	5625 Calloway Dr.	Bakersfield	CA	93312
Walmart #3139 "Neighborhood Mkt"	1249 Allen Rd.	Bakersfield	CA	93312
Walmart #3140 "Neighborhood Mkt"	3111 N. Chester Ave.	Bakersfield	CA	93308
Walmart #3141 "Neighborhood Mkt"	5037 E. Brundage Lane	Bakersfield	CA	93307
Walmart #3147	2204 Tapo St.	Simi Valley	CA	93063
Walmart #3179	512 N. Ventu Park Rd.	Thousand Oaks	CA	91320
Walmart #3180	4651 Firestone Blvd.	South Gate	CA	90280
Walmart #3650	1739 S. Victoria Ave.	Ventura	CA	93003
Walmart #3796	1333 N. Mountain Ave.	Ontario	CA	91762
Walmart #4101	3705 E. South St.	Long Beach	CA	90805
Walmart #4132	9001 Apollo Way	Downey	CA	90242

### SCG APL LOCATIONS 1-29-25

APL Name	Address	City	State	Zip
Walmart #4134	12840 Beach Blvd.	Stanton	CA	90680
Walmart #4171 "Neighborhood Mkt"	11822 Gilbert St.	Garden Grove	CA	92841
Walmart #4238	2761 Jensen Ave.	Sanger	CA	93657
Walmart #4317	400 Tucker Road	Tehachapi	CA	93561
Walmart #4752 "Neighborhood Mkt"	1180 S. Diamond Bar Blvd.	Diamond Bar	CA	91765
Walmart #5008 "Neighborhood Mkt"	859 W. Florida Ave.	Hemet	CA	92543
Walmart #5215	530 Woollomes Ave.	Delano	CA	93215
Walmart #5600	30491 Avenida De Las Flores	Rancho Sta Margarita	CA	92688
Walmart #5602 "Neighborhood Market"	20226 Avalon Blvd.	Carson	CA	90746
Walmart #5604 "Neighborhood Mkt"	14441 Inglewood Ave.	Hawthorne	CA	90250
Walmart #5635 "Neighborhood Mkt"	1320 N. Demaree St.	Visalia	CA	93291
Walmart #5644	16555 Von Karman Ave., Ste. A	Irvine	CA	92606
Walmart #5658	2240 S. Bradley Rd.	Santa Maria	CA	93455
Walmart #5659	500 S. Blosser Rd.	Santa Maria	CA	93458
Walmart #5661 "Neighborhood Mkt"	14865 Telegraph Rd.	La Mirada	CA	90638
Walmart #5663 "Neighborhood Mkt"	8844 Limonite Ave.	Riverside	CA	92509
Walmart #5664	275 W. Ventura Blvd.	Camarillo	CA	93010
Walmart #5686	1301 N. Victory Pl.	Burbank	CA	91502
Walmart #5689 "Neighborhood Mkt"	3875 Rancho Vista Blvd.	Palmdale	CA	93551
Walmart #5691 "Neighborhood Mkt"	1445 E. Foothill Blvd.	Upland	CA	91786
Walmart #5807	2100 N. Long Beach Blvd.	Compton	CA	90221
Walmart #5859	401 N. Central Ave.	Wasco	CA	93280
Walmart #5930	88 E. Orangethorpe Ave.	Anaheim	CA	92801
Walmart #5956	3750 S. Mooney Blvd.	Visalia	CA	93277
Xpress Insurance & Taxes	4661 Riverside Drive	Chino	CA	91710

## **ATTACHMENT D**

# SOCALGAS® PALM SPRINGS BRANCH OFFICE WILL BE PERMANENTLY CLOSING

**Effective Saturday, December 1, 2018.**

Your bills can be paid  
at the following  
SoCalGas branch:

**Indio Branch Office**  
45123 Towne St., Indio, CA 92201  
Cross street: Miles Avenue  
9:00 a.m. - 5:00 p.m. • Monday - Friday

## AUTHORIZED PAYMENT LOCATIONS:

**Baja Springs Meat  
& Produce Market**  
1800 N Sunrise Way  
Palm Springs, CA 92262  
Cross street: Desert Park  
8:00 a.m. - 8:00 p.m. • Daily

**Walmart**  
3600 E Ramon Road  
Palm Springs, CA 92264  
Cross street: San Luis Rey  
8:00 a.m. - 8:00 p.m. • Mon - Sat  
10:00 a.m. - 6:00 p.m. • Sun  
(Only cash and PIN-based debit cards  
accepted)

**Mobil Gas**  
5601 E Ramon Road  
Palm Springs, CA 92264  
Cross street: El Placer Rd.  
8:00 a.m. - 5:00 p.m. • Daily

## OTHER PAYMENT OPTIONS AND INFORMATION:

- Conveniently pay your bill online by visiting [socalgas.com](http://socalgas.com) on your computer or mobile device.
- To learn about other ways to pay your bill, including nearby in-person

payment locations and phone payment options, please visit our website at [socalgas.com](http://socalgas.com) (search WAYS TO PAY), download our mobile app or call us at (800) 427-2200.

- For hearing impaired customers: (800) 252-0259.
- To obtain the full content of this notice in alternative formats, please contact us at (800) 427-2200.

We've also informed the following agencies of the impending branch office closure so that they can serve as an additional resource to you:

**Mizell Senior Center\***  
480 S Sunrise Way  
Palm Springs, CA 92262  
(760) 323-5689

**The Well in the Desert\***  
181 N Indian Canyon Dr  
Palm Springs, CA 92262  
(760) 327-4580

\*Please be advised that the above-referenced agencies do not process SoCalGas payments.

For your convenience, we have compiled public transportation information to assist you with travel to the nearest SoCalGas Branch Payment Office and Authorized Payment Locations. To avoid delays and get the most up-to-date bus route schedules and stops, please contact SunLine Transit Agency (760) 343-3451 or visit [www.sunline.org](http://www.sunline.org). SunLine Transit Agency grants all citizens equal access to its transportation services.

**Indio Branch Office**, convenient to Sun Line Transit bus lines 24, 30, 111 East & 81 loop.  
**Baja Springs Meat & Produce Market**, convenient to Sun Line Transit bus line 24.  
**Walmart**, convenient to Sun Line Transit Agency bus line 24.  
**Mobil Gas**, convenient to Sun Line Transit bus line 24.

For residents who are physically handicapped, the City of Palm Springs offers SunDial Transit Agency, a paratransit service for those unable to use Sun Line transit. This service is available Monday - Friday and pre-registration is required. Please call (760) 343-3451 to register. To request a ride, call (760) 343-4231. SunDial requests are taken seven days a week from 8:00 a.m. to 5:00 p.m.



# LA SUCURSAL DE SOCALGAS® EN PALM SPRINGS CERRARÁ PERMANENTEMENTE

Efectivo el sábado, 1 de diciembre de 2018

Sus facturas se pueden pagar en la siguiente oficina de SoCalGas®:

## Sucursal en Indio

45123 Towne St.  
Indio, CA 92201  
Calle más cercana: Miles Avenue  
9:00 a.m. — 5:00 p.m.  
Lunes a Viernes

## LOCALES DE PAGO AUTORIZADOS:

### Baja Springs Meat &

Produce Market  
1800 N Sunrise Way  
Palm Springs, CA 92262  
Calle más cercana: Desert Park  
8:00 a.m. — 8:00 p.m. Diario

### Walmart

3600 E Ramon Road  
Palm Springs, CA 92262  
Calle más cercana: San Luis Rey  
8:00 a.m. — 8:00 p.m. a diario sólo se  
acepta dinero en efectivo y tarjetas  
de débito basadas con número de PIN

### Mobil Gas

5601 E. Ramon Road  
Palm Springs, CA 92262  
Calle más cercana: El Placer Rd.  
8:00 a.m. — 5:00 p.m. a diario

## OTRAS OPCIONES DE PAGO E INFORMACIÓN:

- Convenientemente pague su factura en línea visitando [socalgas.com](http://socalgas.com) en su computadora o dispositivo móvil.
- Para informarse acerca de otras maneras de pagar su factura, incluyendo locales cercanos que se puede pagar en persona y opciones de pago por teléfono, por favor visite nuestro sitio web en [socalgas.com](http://socalgas.com) (buscar maneras de pagar), descargue nuestra app móvil o llámenos al (800) 342-4545.
- Para los clientes con problemas de audición: (800) 252-0259.
- Para obtener el contenido completo de este anuncio en formatos alternativos, por favor comuníquese con nosotros al (800) 342-4545.

También hemos colaborado con las siguientes agencias y les hemos informado del cierre inminente de la sucursal para que puedan servirle como un recurso adicional:

### Mizell Senior Center

480 S Sunrise Way, Palm Springs, CA 90706  
(760) 323-5689

### The Well in the Desert

24 Lakewood Center, Lakewood, CA 90712  
(760) 327-4580

Tenga en cuenta que las agencias arriba mencionadas no procesan pagos de SoCalGas.

**Sucursal en Indio**, conveniente a la Sun Line Transit 24, 30, 111 este y 80 circulo.

**Baja Springs Meat & Produce Market**, conveniente a la Sun Line Transit ruta de autobus 24.

**Walmart**, conveniente a la Sun Line Transit ruta de autobus 24.

**Mobil Gas**, conveniente a la Sun Line Transit ruta de autobus 24.

Para los residentes que son físicamente discapacitados, la ciudad de Palm Springs proporciona SunDial Transit Agency, un servicio paratransit en todo el condado, para aquellos que no puedan utilizar los autobuses Sun Line Transit.

Este servicio requiere pre-inscripción, por favor llame al call (760) 343-3451 Lunes y viernes 8am - 5pm  
To request a ride, call (760) 343-4231. SunDial requests are taken seven days a week from 8 a.m. to 5p.m.





Date

Customer Name

Street Address

City, CA Zip Code

Dear Customer Name:

Our records indicate that you previously visited our payment office located **(branch office address)**.

This letter is to inform you that the branch payment office at this location is permanently closing on MM, DD, YYYY.

To learn about other ways to pay your gas bill, including nearby in-person payment locations as well as online and phone payment options, please visit our website at [www.socalgas.com/pay-bill/ways-to-pay](http://www.socalgas.com/pay-bill/ways-to-pay), download our mobile app or contact us at 1-800-427-2200. For hearing impaired customers, please call 1-800-252-0259. To obtain the full content of this notice in alternative formats, please contact us at 1-800-427-2200.

We have also partnered with the following agencies and informed them of the impending branch office closure so that they can serve as an additional resource to you:

CBO 1 Address City, CA Zip Phone number	CBO 2 Address City, CA Zip Phone number
--	--

Please be advised that the above-referenced agencies do not process SoCalGas payments.

Thank you for your patience and we apologize for any inconvenience this may have caused you.

Branch Office Department  
Southern California Gas Company (SoCalGas®)

## **ATTACHMENT E**

**APL Transactions for Closed Branch Offices**

**Bellflower BO - 16901 S. Bellflower Blvd., 90706 (Closed Eff. 11/1/2016)**

APL Name	Address	City	Zip	2015	2016	2017	2018	2019	2020	2021	2022	2023
Superior Grocers	16100 Lakewood Blvd.	Bellflower	90706	9,631	13,095	17,969	18,575	17,998	15,423	15,272	8,033	N/A
Walmart	14501 Lakewood Blvd.	Paramount	90723	1,429	1,311	1,903	2,068	2,083	1,645	1,445	1,981	3,269
E Money Express	8505 Rosecrans Ave Unit 1	Paramount	90723	N/A	N/A	11	494	817	1,213	1,307	1,333	1,543
Walmart-South St.	3705 E. South St.	Long Beach	90805	320	691	1,025	994	784	518	615	762	726
Numeros Uno - Dolex	10951 Rosecrans Ave.	Norwalk	90650	N/A	N/A	N/A	N/A	N/A	N/A	111	299	313
Big Savers	1600 Woodruff Avenue	Bellflower	90706	6,900	9,276	14,913	9,841	N/A	N/A	N/A	N/A	N/A
Northgate Market	16259 Paramount Blvd.	Paramount	90723	9,157	N/A	N/A						
			<b>Total</b>	<b>27,437</b>	<b>24,373</b>	<b>35,821</b>	<b>31,972</b>	<b>21,682</b>	<b>18,799</b>	<b>18,750</b>	<b>12,408</b>	<b>5,851</b>

**Monrovia BO - 141 S. Myrtle Avenue, 91016 (Closed Eff. 11/1/2016)**

APL Name	Address	City	Zip	2015	2016	2017	2018	2019	2020	2021	2022	2023
Walmart	1600 Mountain Ave.	Duarte	91010	2,254	2,520	2,984	2,819	2,254	1,980	1,606	1,586	2,474
Kat's Barber Salon & More	503 W. Duarte Rd Suite B	Monrovia	91016	N/A	N/A	N/A	N/A	N/A	N/A	45	8	N/A
Monrovia Financial Center	412 W. Foothill Blvd.	Monrovia	91790	21,358	22,843	27,694	25,737	21,339	19,531	18,495	16,568	14,860
			<b>Total</b>	<b>23,612</b>	<b>25,363</b>	<b>30,678</b>	<b>28,556</b>	<b>23,593</b>	<b>21,511</b>	<b>20,146</b>	<b>18,162</b>	<b>17,334</b>

**Santa Monica BO - 1300 6th Street, 90401 (Closed Eff. 11/1/2016)**

APL Name	Address	City	Zip	2015	2016	2017	2018	2019	2020	2021	2022	2023
Michael's Liquor	2402 Wilshire Blvd.	Santa Monica	90403	33	728	4,328	4,162	3,958	5,228	5,274	4,179	4,097
Ocean Park Pharmacy	2731 Ocean Park Blvd.	Santa Monica	90405	2,543	4,103	7,928	8,048	6,206	1,702	N/A	N/A	N/A
Santa Monica Checks Cashed	1705 Pico Blvd	Santa Monica	90405	N/A	N/A	N/A	N/A	N/A	1	243	311	453
Jan's Liquor	12300 W. Pico Blvd	Los Angeles	90064	N/A	N/A	N/A	N/A	N/A	170	837	959	1,137
Patton's Pharmacy	734 Montana Avenue	Santa Monica	90403	123	628	2,671	1,772	N/A	N/A	N/A	N/A	N/A
Santa Monica Postal Place	1626 Montana Avenue	Santa Monica	90403	N/A	N/A	N/A	N/A	16	N/A	N/A	N/A	N/A
			<b>Total</b>	<b>2,699</b>	<b>5,459</b>	<b>14,927</b>	<b>13,982</b>	<b>10,180</b>	<b>7,101</b>	<b>6,354</b>	<b>5,449</b>	<b>5,687</b>

**Palm Springs BO - 211 N Sunrise Way, 92262 (Closed Eff. 12/1/2018)**

APL Name	Address	City	Zip	2015	2016	2017	2018	2019	2020	2021	2022	2023
Baja Springs Meat & Produce Mkt	1800 N. Sunrise Way	Palm Springs	92262	-	-	3,532	3,720	5,447	4,652	3,878	2,813	N/A
Walmart	5601 E. Ramon Rd.	Palm Springs	92264	-	-	1,737	1,661	1,926	1,641	1,415	1,257	2,114
JC Insurance	1717 E. Vista Chino Ste. J2	Palm Springs	92262	-	-	N/A	N/A	217	335	403	511	1,965
Ramon Mobil gas	3600 E. Ramon Road	Palm Springs	92264	-	-	104	127	177	N/A	N/A	N/A	N/A
			<b>Total</b>			<b>5,373</b>	<b>5,508</b>	<b>7,767</b>	<b>6,628</b>	<b>5,696</b>	<b>4,581</b>	<b>4,079</b>

## **ATTACHMENT F**

# 2023 Bill Insert Final Report

October 2023

# Background and Methodology

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## Background and Objectives

- » Provide written notification to all customers of SoCalGas' intent to study and request a branch office closure.
- » Understand the needs of our customers who utilize Branch Offices.

## Methodology and Response

- » SoCalGas mailed or sent bill inserts to customers by cycle in August and September 2023
- » Questions were provided in the bill insert to determine:
  - The customers' preferred SoCalGas payment location
  - How the customer traveled to their preferred payment location and the distance traveled
  - Customer's other preferred payment methods (e.g., My Account, Home banking, Authorized Payment Locations, and/or Mail).
- » The bill insert was provided in multiple languages, which included English, Spanish, Cantonese, Korean, Mandarin, and Vietnamese, as a means for customers to provide their feedback.
- » SoCalGas customers can provide comments through various channels, which include online, e-mail, and phone

## KEY FINDINGS

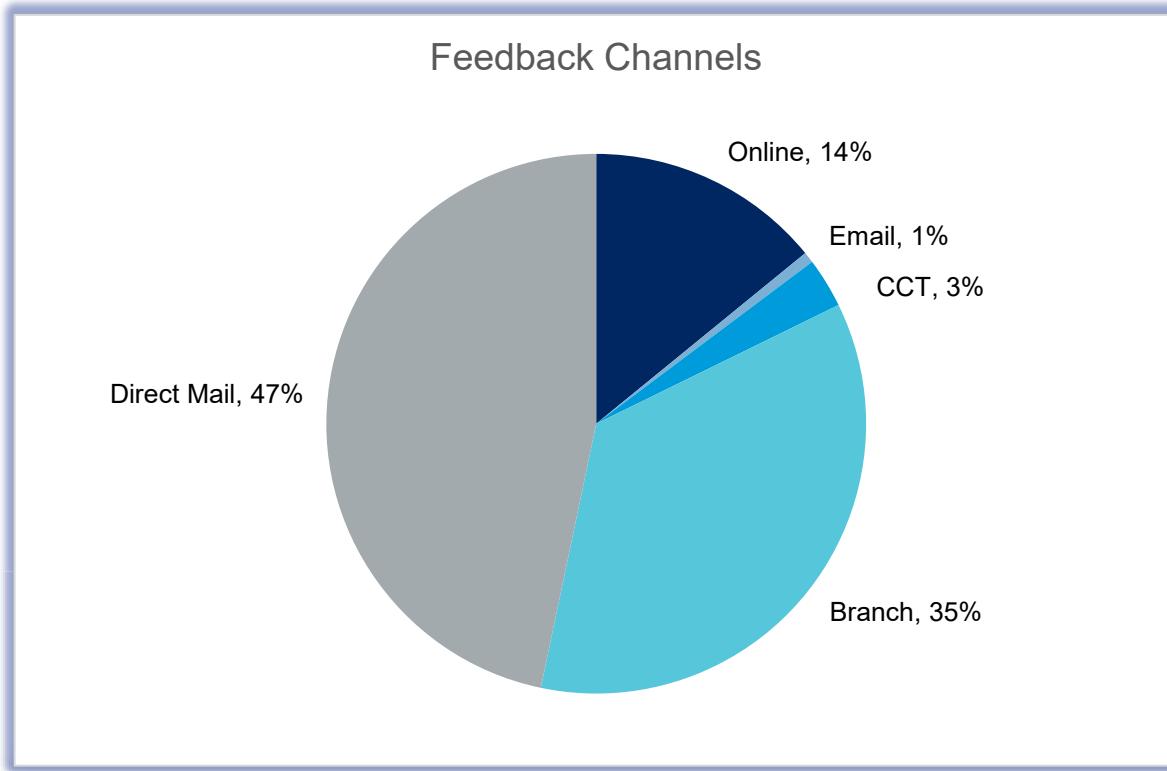
# Key Findings



- » Of SoCalGas' ~6 million customers, 0.07% provided feedback
- » The majority of customer feedback came from direct mail followed by branch office and online
- » 57% of respondents do not support branch office closure, 43% of respondents do not oppose branch office closure
- » The most preferred alternate payment method is by mail
- » The majority of customers traveled by car to a payment location, three miles or less
- » Approximately 2%-6% of customers that provided feedback voiced concerns regarding the desire to pay in person (e.g., prefer to pay by cash, do not like mailing check payment due to posting delay caused by USPS service, and are senior and disabled).

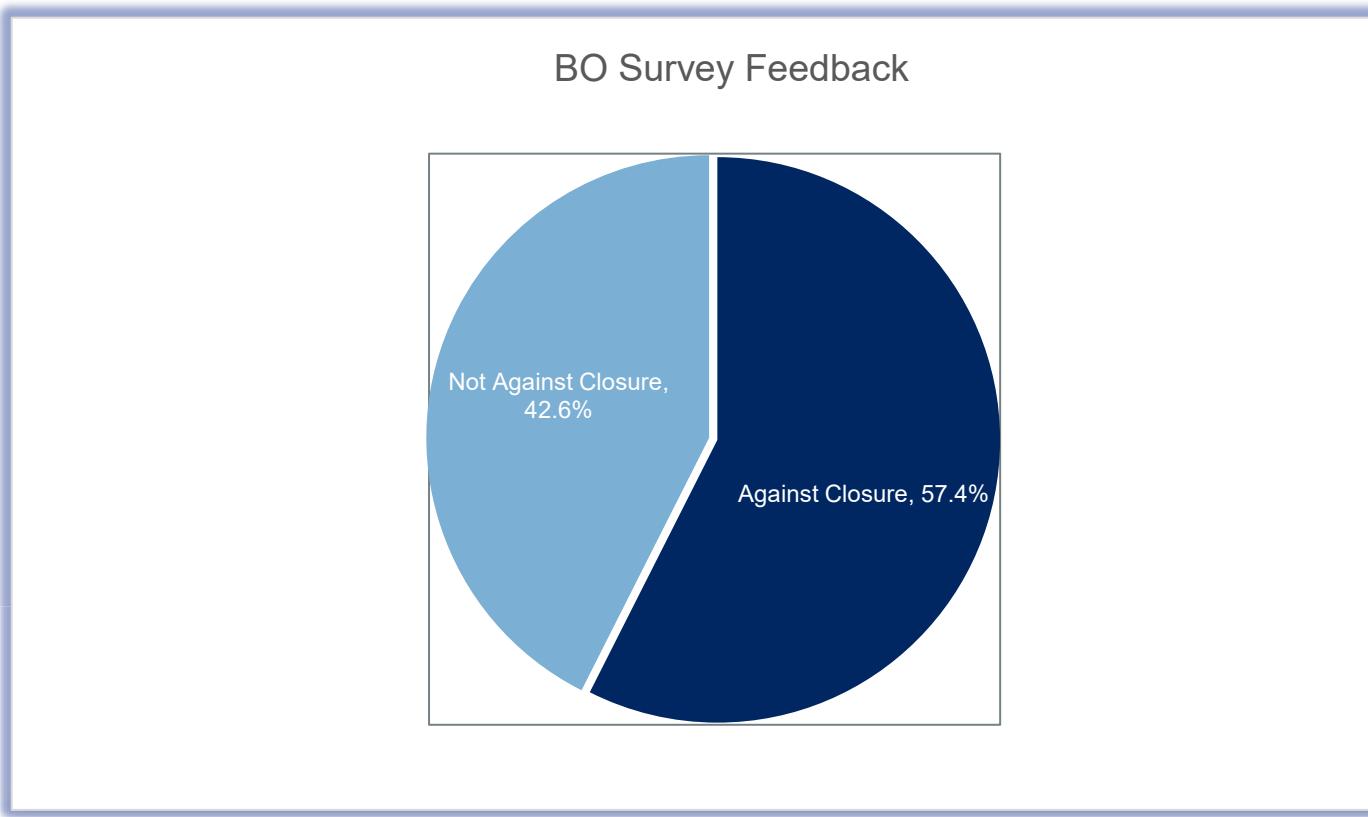
## DETAILED FINDINGS

# How Was the Feedback Received?



- Feedback was collected from August 1 – October 1
- 4,282 customers submitted feedback

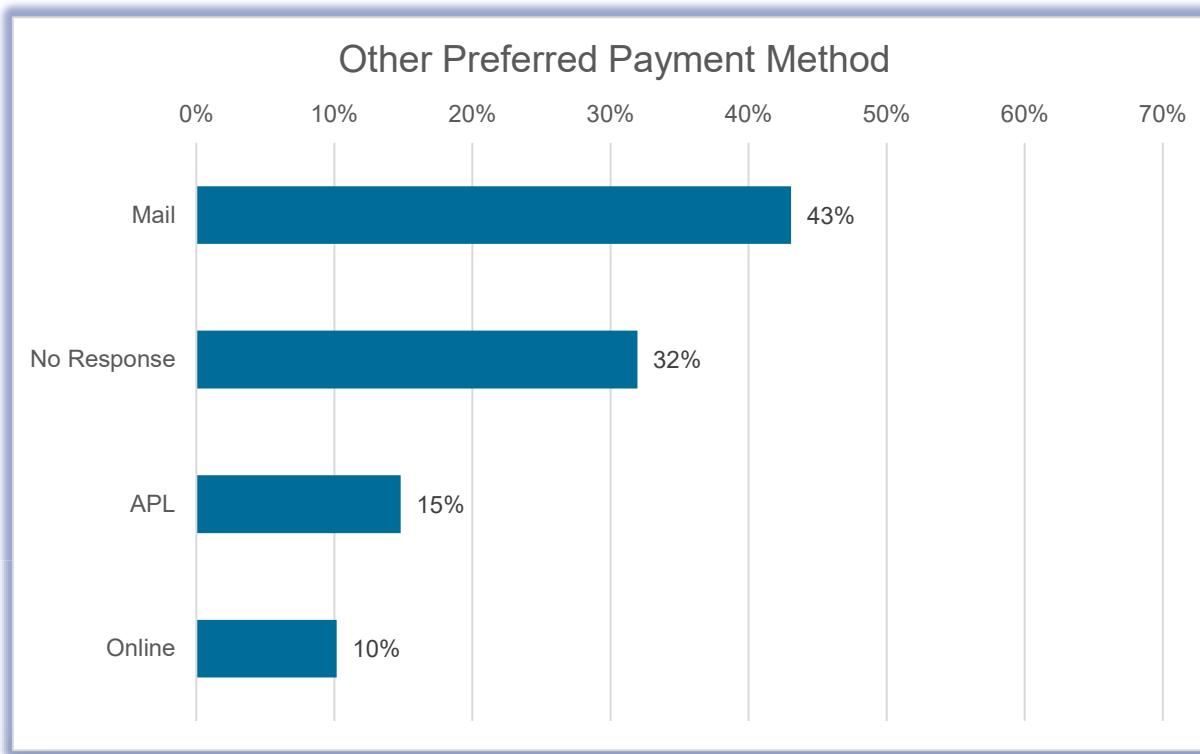
# Overall Survey Results



- The majority of customer feedback that was not opposed to branch office closure came through direct mail from those who may not pay their bill at a branch office and did not identify a preferred branch office location\*

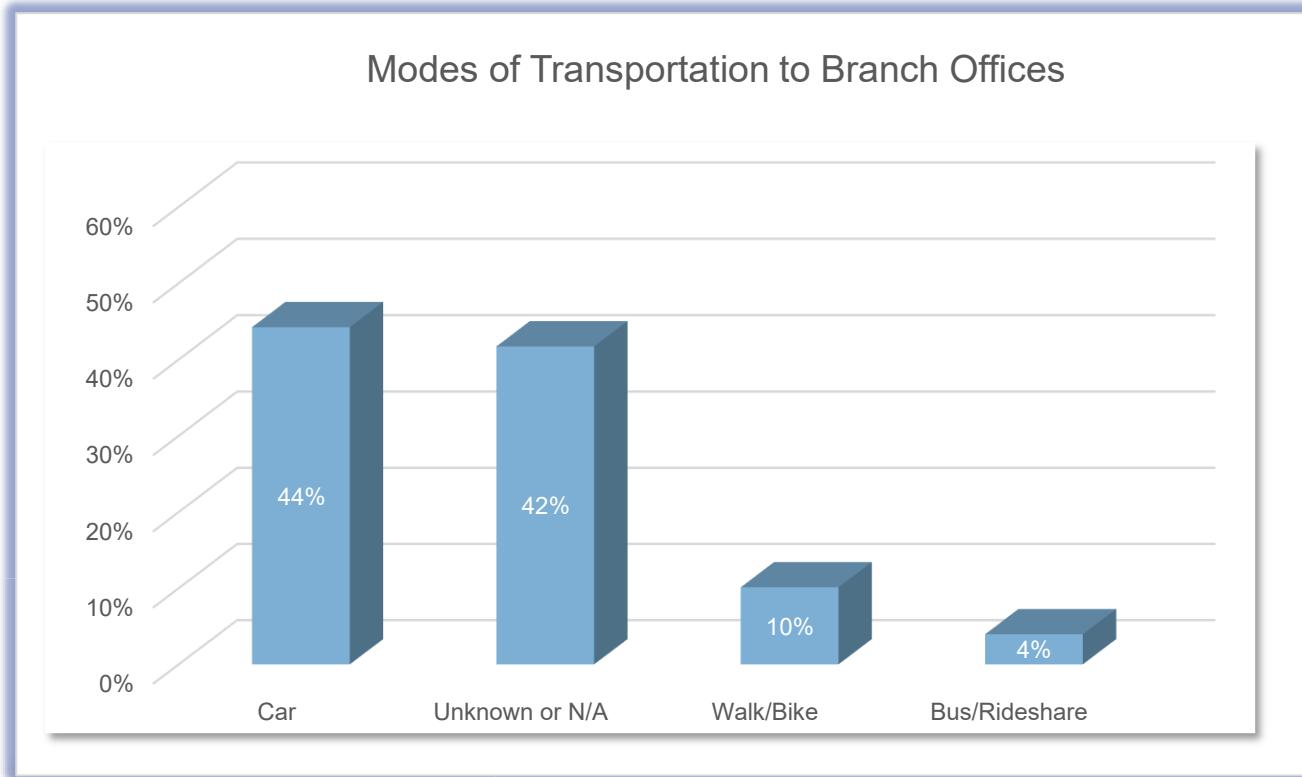
\*A total of 1,255 customer respondents did not identify a preferred branch office location.

# Customers' Preferred Alternate Payment Method



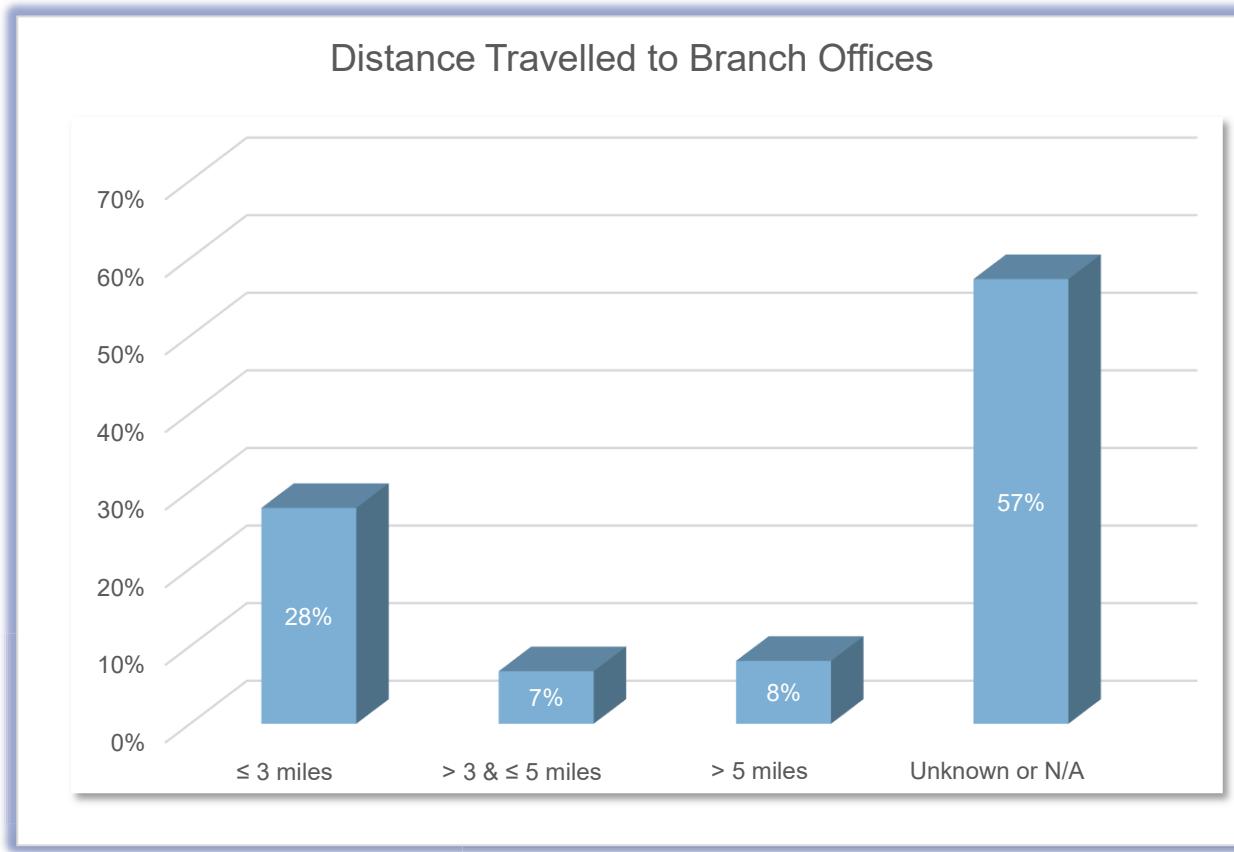
- No Response - includes boxes not checked/crossed out and those that explicitly stated that the branch office was their only preferred method of payment (feedback primarily received through the branch office)
- Online – includes My Account, Home Banking, and Pay by Phone

# How Do Customers Travel to Preferred Payment Location?



- Unknown or N/A indicates no response to customers travel preference
- Majority of feedback received from direct mail and online did not state how they traveled to the branch office

# How Far Do Customers Travel to Preferred Payment Location?



- Unknown or N/A indicates no response to customers travel distance
- Majority of feedback from direct mail and online did not state how far they traveled to the branch office

# Reasons Cited for Opposing Closure

Considerations Mentioned	% of Respondents <sup>1</sup>
Prefer to Pay in Cash	2%
Check Payment Posting Delay with Postal Service	2%
Prefer to Pay in Person	5%
Elderly/Disabled	6%

- Payment via APL can address the above concerns
- APLs available within 3-mile radius of branch offices throughout service territory<sup>2</sup>
- APLs are in-person agencies that can accommodate payment types - cash, checks and money order<sup>3</sup>
- Most APLs are ADA compliant to serve the elderly and the disabled<sup>4</sup>

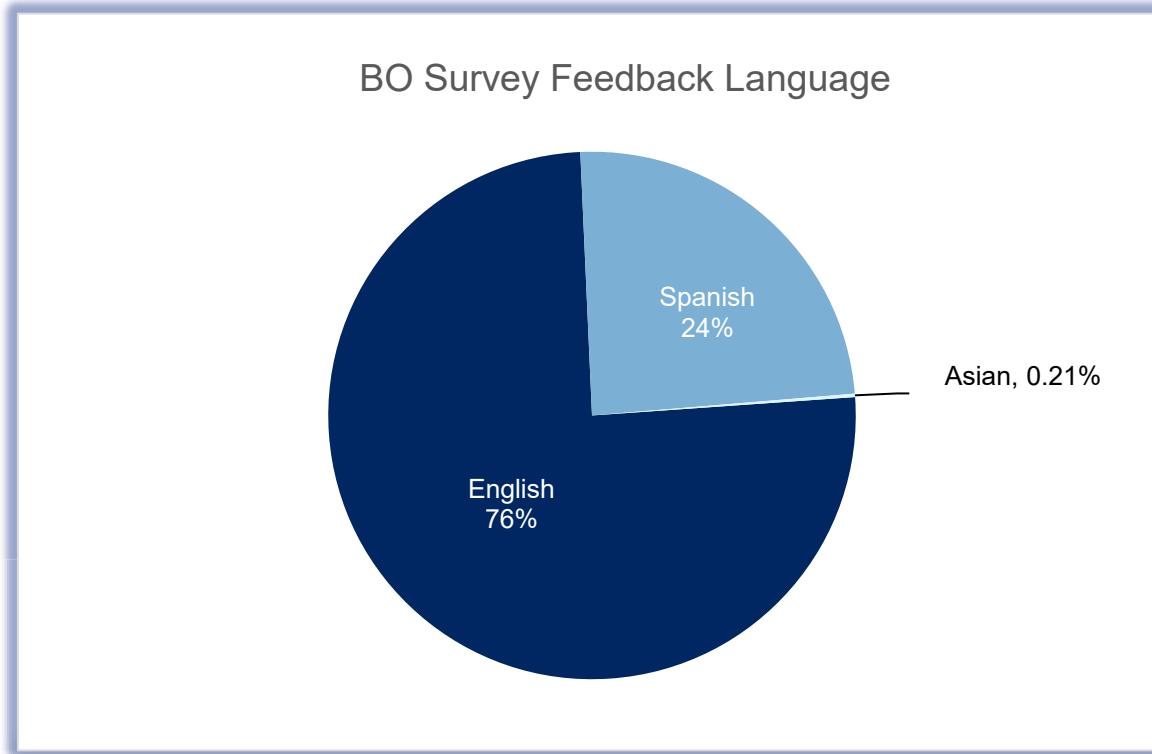
<sup>1</sup> Total customer responses = 4,282

<sup>2</sup> Most branch offices have 2 APLs within a 3-mile radius. SoCalGas will continue to work to ensure all branch offices have 2 APLs within a 3-mile radius where practical.

<sup>3</sup> Exceptions apply. Walmart only accepts cash and PIN-based debit card, and some other APLs currently do not accept checks.

<sup>4</sup> If the APL is not ADA compliant it is indicated on the SoCalGas website.

# In What Language was Response Received?



- Asian – Languages include Cantonese, Korean, Mandarin, and Vietnamese

## **ATTACHMENT G**



## **BRANCH OFFICE**

### **Customer Survey Results**

**April 2024**

# Background and Methodology

## Background and Objectives

- » To further understand the needs of our customers who use the branch offices

## Methodology and Response

- » A survey of customers who used the branch offices in the last six months was fielded online from March 19 through March 29, 2024.
- » A total of 51,105 email invitations were sent and 747 surveys were completed (1.5% overall response rate).
- » The survey took less than 5 minutes to complete and was offered in English and Spanish languages.

## Respondent Profile

# Survey Respondent Profile



77% of respondents are CARE customers



49% of respondents have a special handling flag on their account and 30% of respondents noted that someone in their household has a permanent disability related to mobility, hearing, vision, cognitive, psychological or chronic disease



44% of respondents are aged 65 older



64% of respondents report having an annual household income of \$50,000 or less



49% of respondents report living in a household of 2 or less people

## Key Findings

# Key Findings

## Branch Office Usage and Visit Details

- » The majority (83%) of respondents have **used a branch office in the last six months**
- » The majority (73%) of respondents **visit the branch office once a month**
- » Most (81%) respondents **travel to the branch office in their personal vehicles**
  - A much smaller portion (8%) of respondents respectively **walk or use public transportation** to get to the branch office
- » A large portion of respondents visit a branch office close to their home
  - Over half (55%) of respondents have a branch office **3 miles or less from their home**, and a quarter (25%) of respondents travel between **4 to 5 miles** to get to their preferred branch office location
- » Almost all respondents visit a branch office for the same main reason
  - Almost all (96%) of respondents mainly visit a branch office to **make a payment**
  - In addition to the majority of respondents visiting a branch office to make a payment, a small portion (8%) of respondents also visit a branch office to **ask questions about their bill**. And some respondents (4%) indicate that they have **picked up information about income assistance programs or conservations tips** during a recent visit to the branch office

## Bill Payment Methods and Reasoning for Branch Office Usage

- » Half (50%) of respondents indicate they have **used a branch office to pay their bill in the last six months**
  - Over one-quarter (28%) of respondents **have utilized an Authorized Payment Location (APL) to pay their bill** over the same timeframe

## Key Findings (continued)

- » Respondents cite many reasons for why they prefer to pay their bill in-person at a branch office
  - A large portion (40%) of respondents **feel more confident paying this way**
  - Roughly one-third **like to get a receipt** (33%), **like the service they get at a branch office** (32%) or **feel this method is convenient/close to their home or work** (30%)
  - In addition to the majority of respondents visiting a branch office to make a payment, a small portion (8%) of respondents **visit a branch office to ask questions about their bill**
  - Some respondents (4%) indicate that they have **picked up information about income assistance programs or conservation tips during a recent visit to the branch office**

### Authorized Payment Location (APL) Awareness Among Recent Branch Office Customers

- » For those who have recently visited a branch office, over two-thirds, (68%) of respondents are aware that they can pay their SoCalGas bill in-person at an Authorized Payment location
- » Less than half (42%) of respondents would consider **making an in-person payment at an APL if one was within a 5-mile radius**
  - Almost one-third (31%) of respondents are unsure and over one-quarter (27%) of respondent **would not consider using an APL**

### Preferred alternatives for paying a bill if branch offices are permanently closed

- » If branch offices were permanently closed, over a quarter (27%) of respondents indicated they would **pay their bill by mail**. The next most preferred method of payment would be to **utilize an APL** (23%)

## Key Findings (continued)

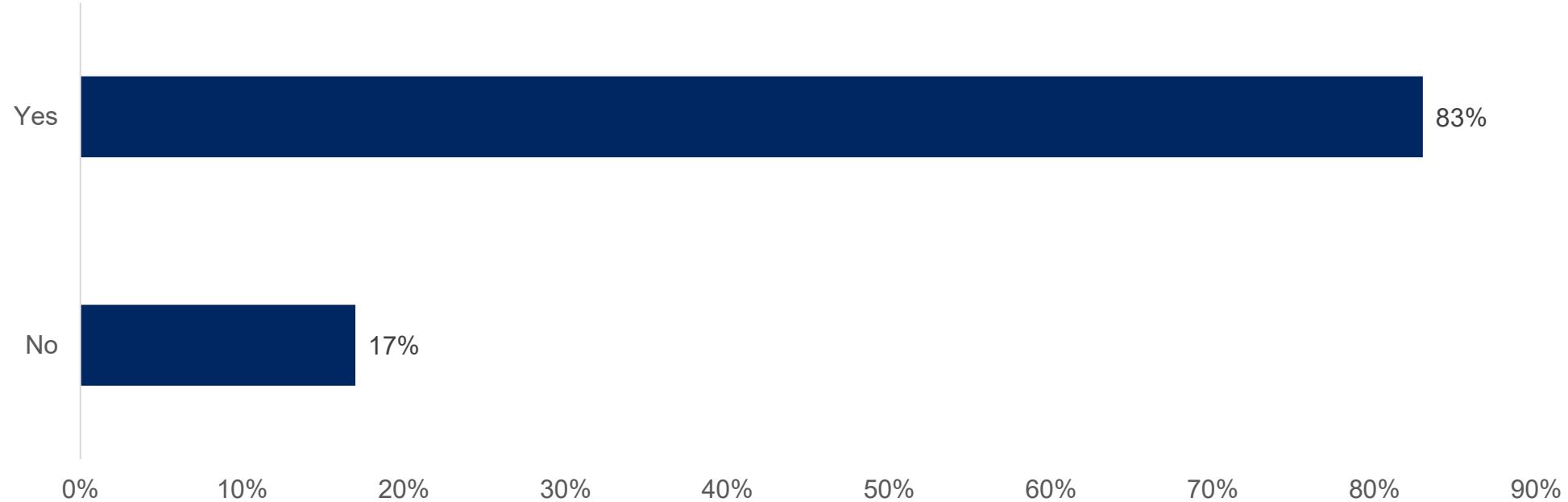
### Non-Recent Branch Office Customers

- A small portion (17%) of respondents **have not used a branch office in the past six months** but over half (54%) of them **have used a branch office in the last 5 years**
  - Over two-thirds (69%) of these respondents who have not used a branch office in the past five years are **aware that customers can pay their SoCalGas bill in person at an APL**
  - Those respondents who have not used a branch office in the last 5 years prefer **using an APL** (24%) or **paying their bill online via My Account** (22%)

## Detailed Findings

## Branch Office Usage in the last 6 months

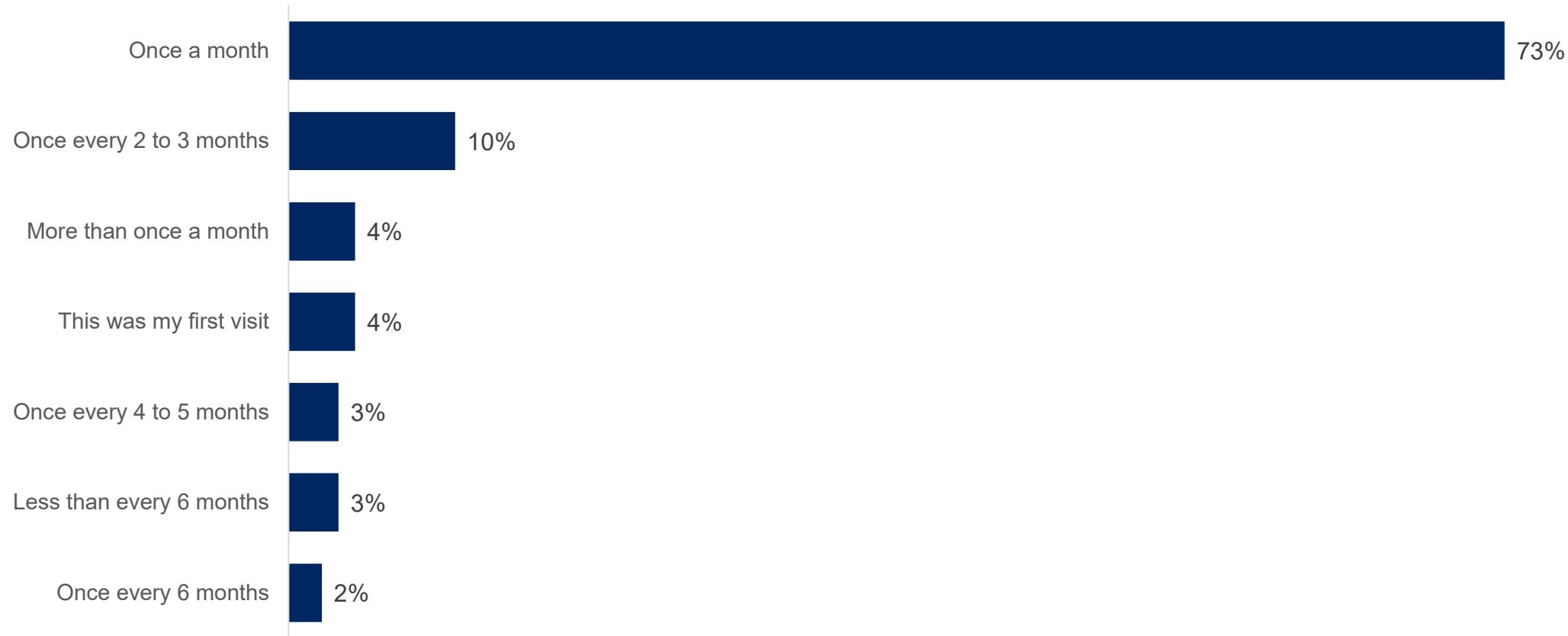
The majority (83%) of respondents have used a branch office in the last six months



Q2 - Have you used a SoCalGas branch office in the last 6 months?  
Base: n= 747

# Frequency of Branch Office Visits

The majority (73%) of respondents visit the branch office **once a month**.



Q11 - How frequently do you visit the location of your most recent branch office visit?  
Base: n=689

**SoCalGas**<sup>TM</sup>

# Method of Transportation to The Branch Office

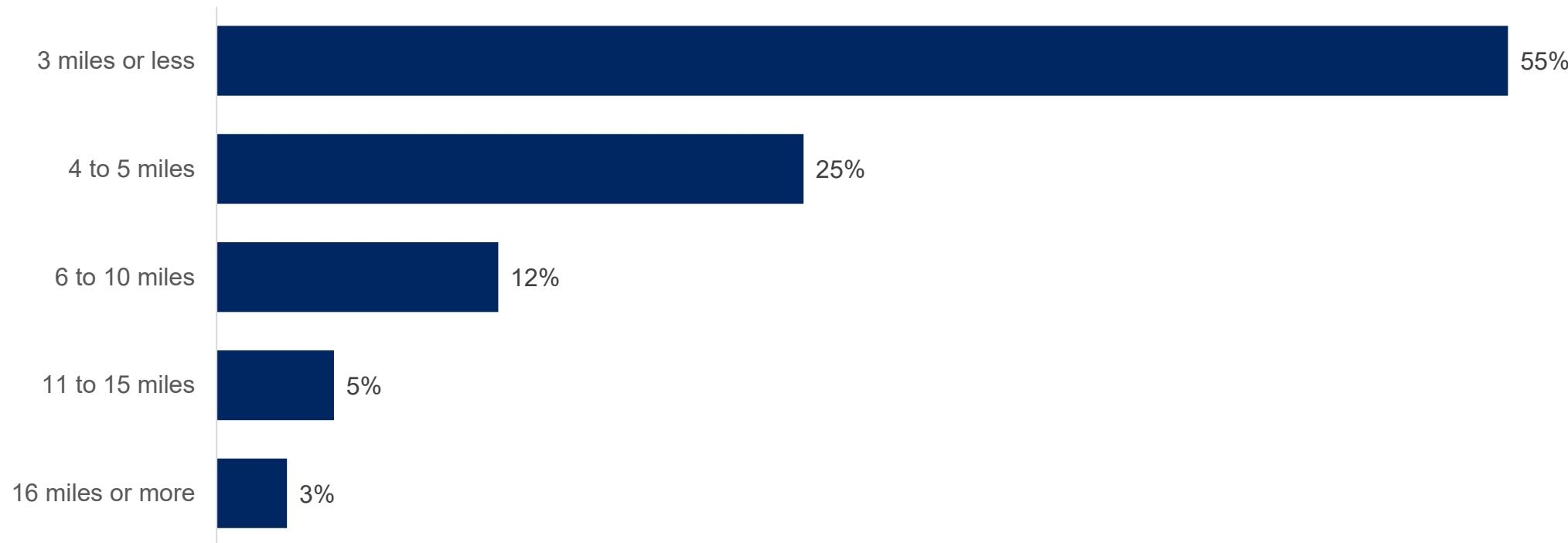
The vast majority (81%) of respondents travel to the branch office in their **personal vehicles**. A much smaller portion (8%) of respondents respectively **walk** or use **public transportation** to get to the branch office.



Q7 - Thinking about the last time you traveled to your preferred branch office payment location, how did you get there?  
Base: n=689

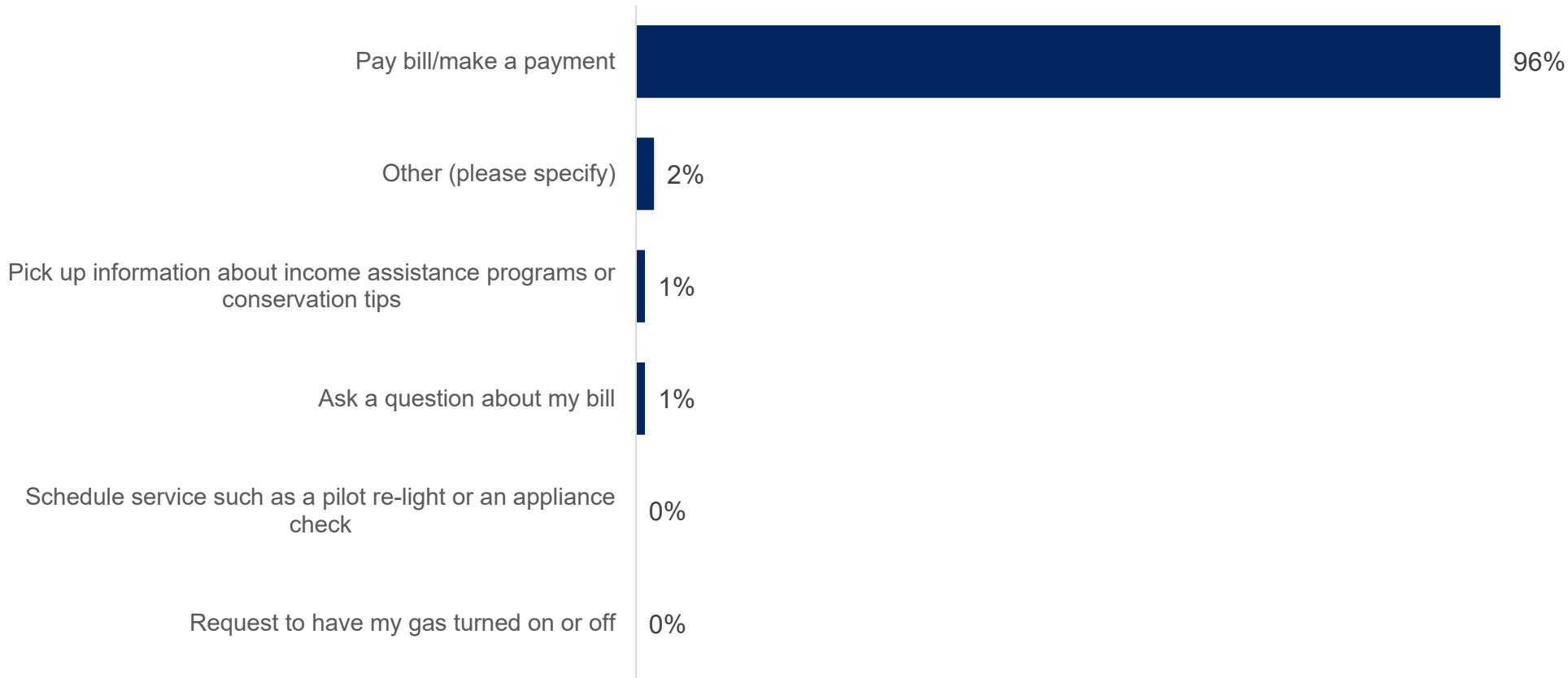
## Distance Traveled

Over half (55%) of respondents have a branch office **3 miles or less** from their home, and a quarter (25%) of respondents travel between **4 to 5 miles** to get to their preferred branch office location.



# Main Reason For a Branch Office Visit

Almost all (96%) of respondents visited a branch office to **make a payment**.



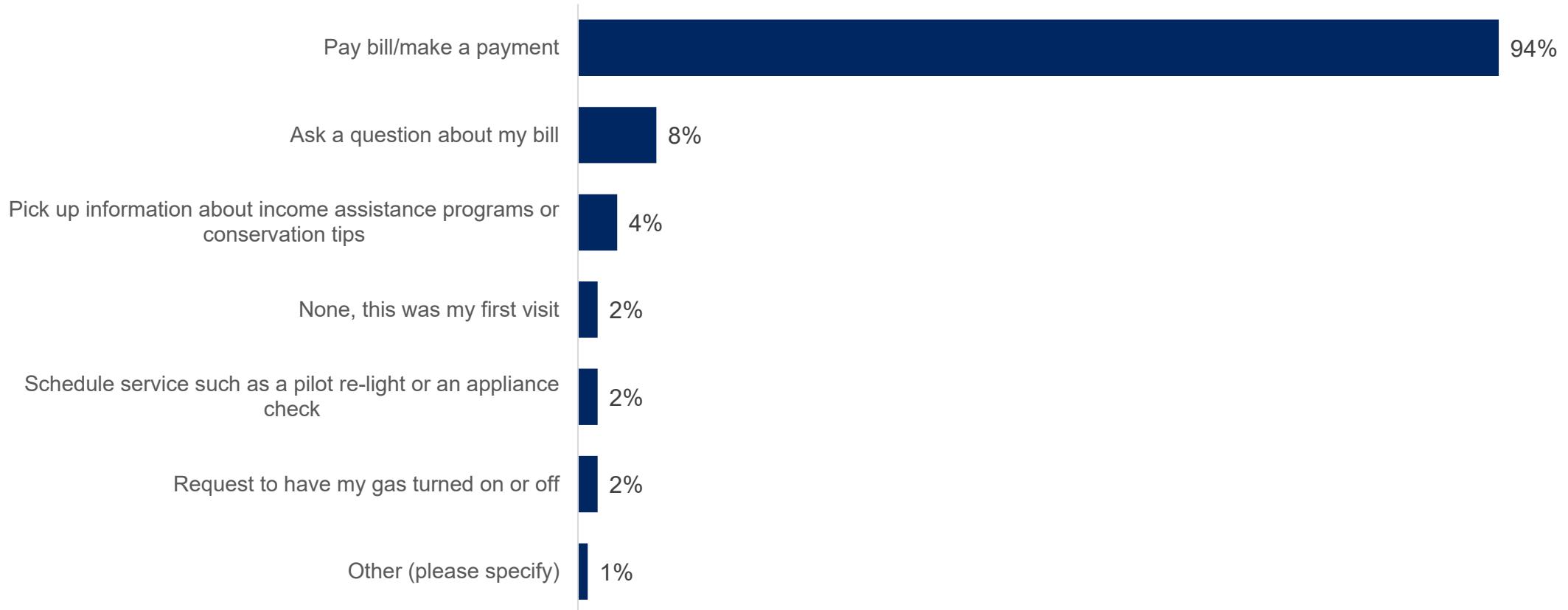
Q9 - What was the main purpose of your visit to the branch office?

Base: n=689

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# All Reasons For a Branch Office Visit in the past 6 months

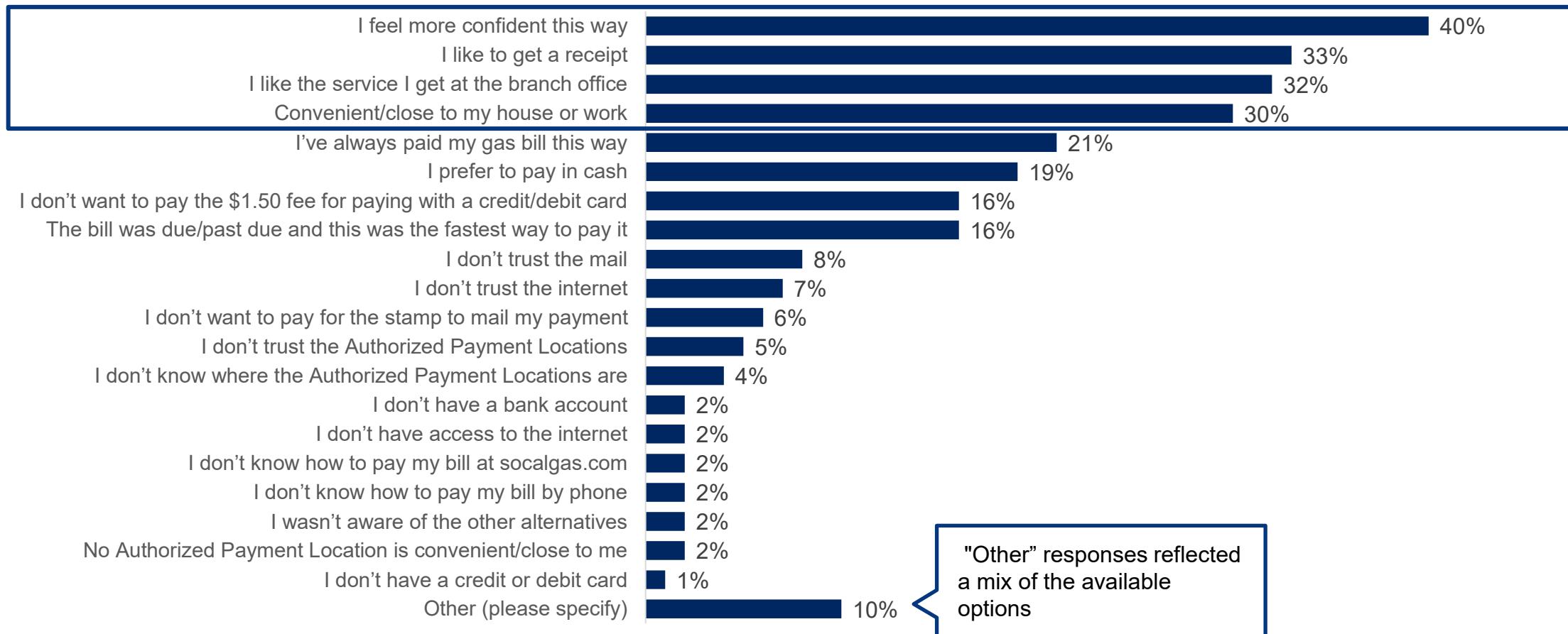
In addition to the majority of respondents visiting a branch office **making a payment** (94%), a small portion (8%) of respondents visit a branch office to **ask questions about their bill**. And some respondents (4%) indicate that they have **picked up information about income assistance programs or conservation tips** during a recent visit to the branch office.



Q10 - For what purposes have you visited a SoCalGas branch office in the past 6 months? (Please select any that apply.)  
Base: n=689

## Reasons For Using The Branch Office to Pay a Bill

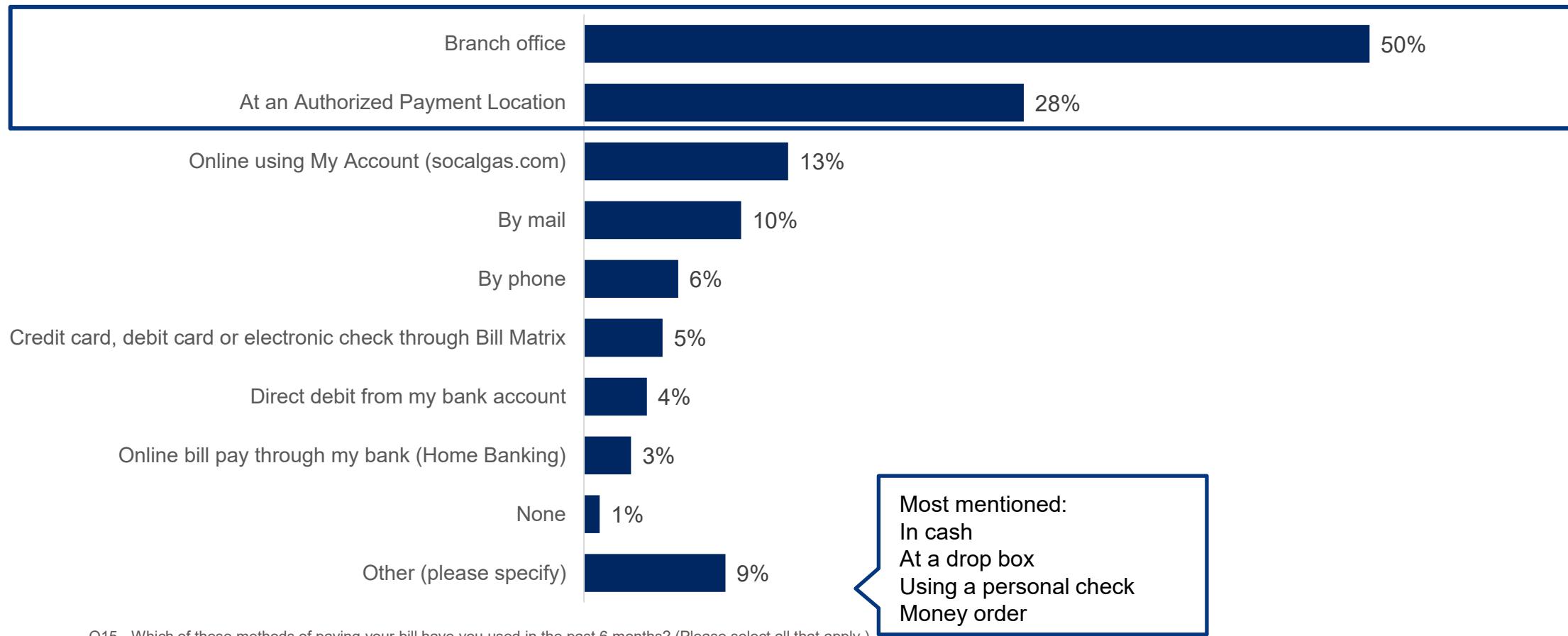
Respondents cite many reasons for why they prefer to pay their bill in-person at a branch office. A large portion (40%) of respondents **feel more confident paying this way**, and about one-third **like to get a receipt** (33%), **like the service they get at a branch office** (32%) or **feel this method is convenient/close to their home or work** (30%)



Q16 - Why did you pay your bill at a SoCalGas branch office location instead of using another method? (Please select any that apply.)  
Base: n=689

# Bill Payment Methods Used in the past 6 months

Half (50%) of respondents indicate they have used a branch office to pay their bill in the past six months. Over one-quarter (28%) of respondents have utilized an Authorized Payment Location (APL) to pay their bill over the same timeframe.



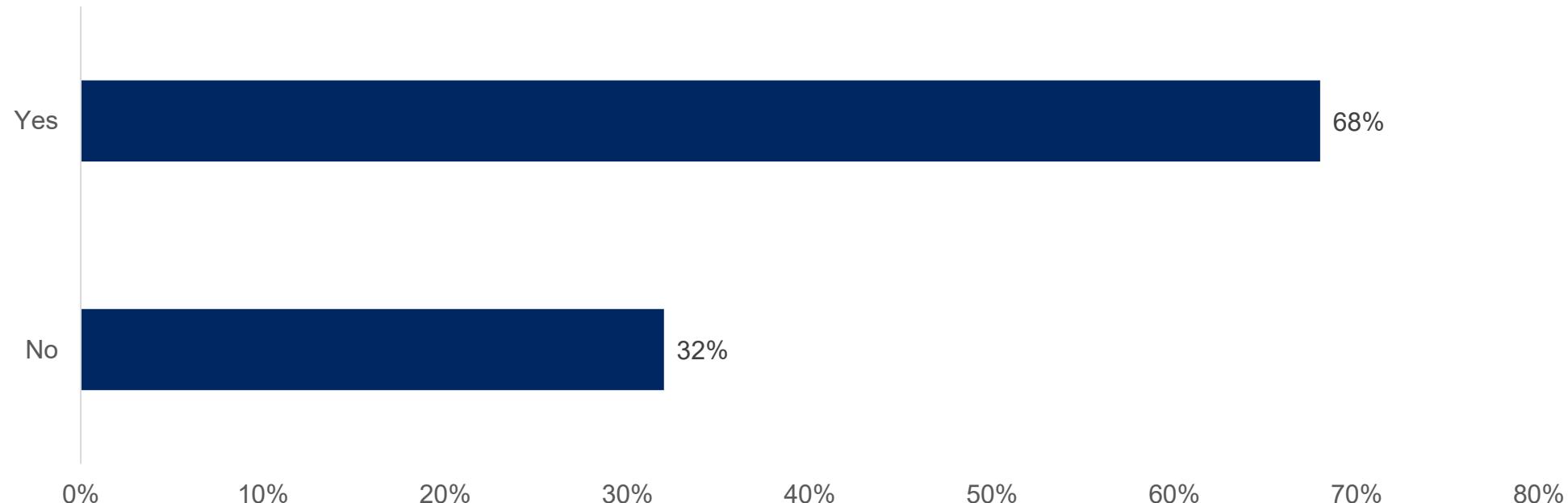
Q15 - Which of these methods of paying your bill have you used in the past 6 months? (Please select all that apply.)  
Base: n=689



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## Authorized Payment Location (APL) Awareness

For those who have recently visited a branch office, over two-thirds, (68%) of respondents are aware that they can pay their SoCalGas bill in-person at an APL.



Q12 - Authorized Payment Locations (APLs) provide payment services at convenient locations and may be located at an establishment where customers already conduct business (i.e., local convenient stores, grocery stores, or mail establishments) and have extended hours with no transaction fee to customers. Did you know that you can pay your bill in-person at an Authorized Payment Location (APL)?

Base: n=689

## Willingness to Use an Authorized Payment Location (APL)

Less than half (42%) of respondents **would** consider making an in-person payment at an APL if one was within a 5-mile radius. Almost one-third (31%) of respondents are unsure and over one-quarter (27%) of respondent **would not** consider using an APL.



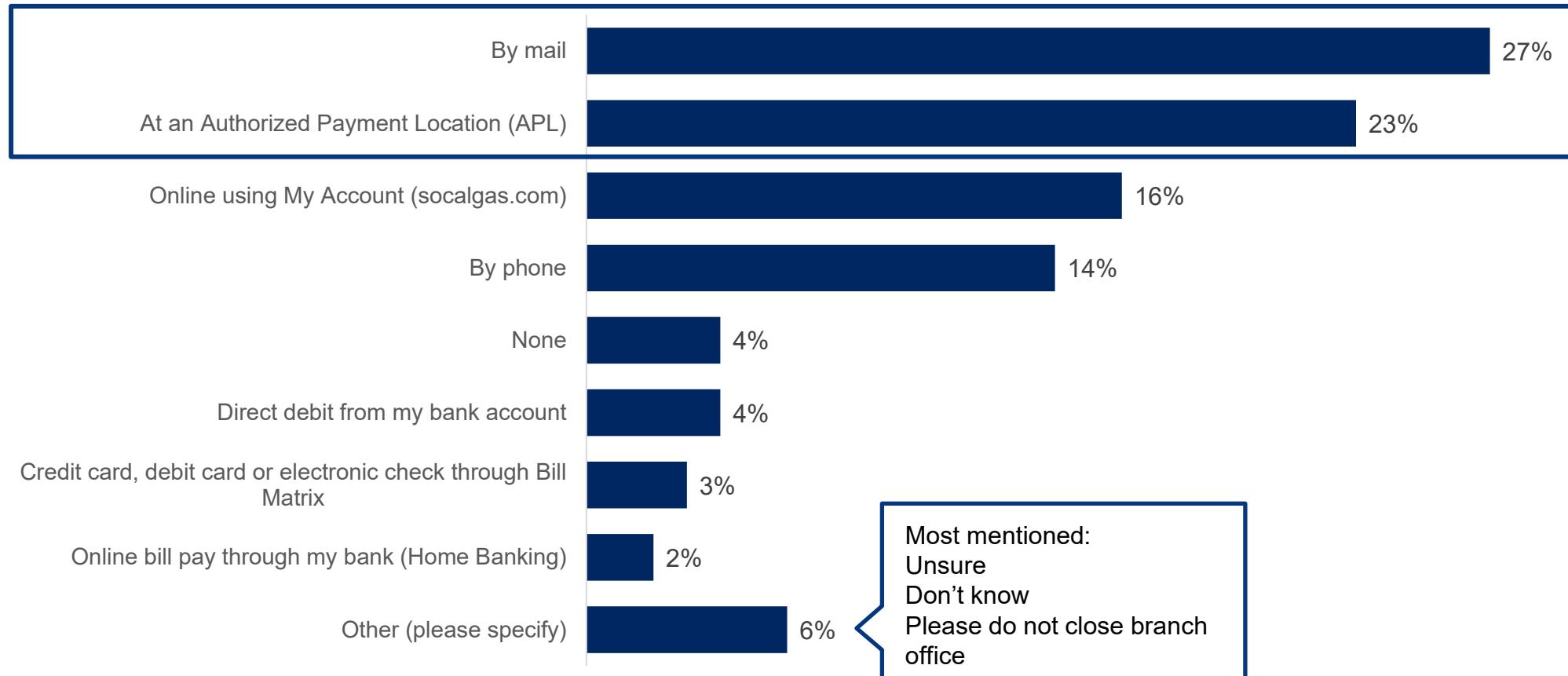
Q13 - If there is an Authorized Payment Location (APL) within a 5-mile radius of your preferred branch office payment location, would you consider making an in-person payment there?  
Base: n=689



**SoCalGas**<sup>TM</sup>

# Preferred Alternative Payment Options, if Branch Offices Were Permanently Closed

If branch offices were permanently closed, over a quarter (27%) of respondents indicated **they would pay their bill by mail**. The next most preferred method of payment **would be to utilize an APL** (23%)



Q17 - SoCalGas offers other ways to pay your bill. If the branch offices were permanently closed and no longer available, of the options below, how would you pay your bill?  
Base: n=689

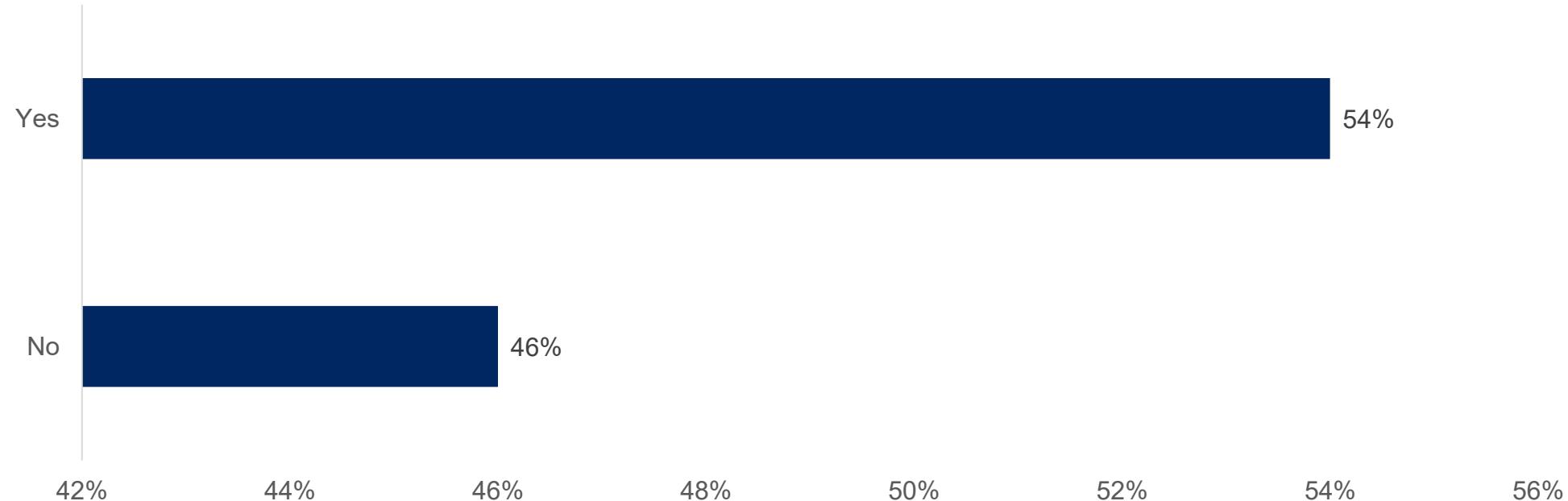


**SoCalGas**<sup>TM</sup>

## Non-Recent Branch Office Customers

## Branch Office Usage in the last five years

Over half (54%) of respondents who have not used a branch office in the last six months but have used a branch office in the past five years.



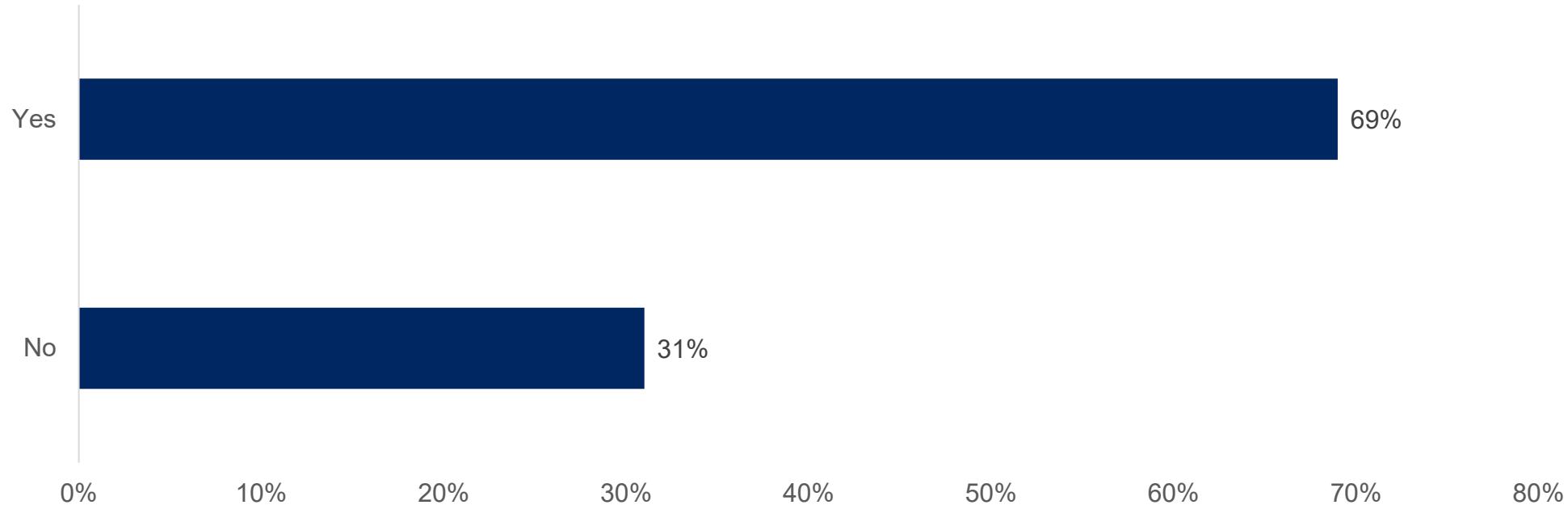
Q3 - Have you or anyone in your household used any of SoCalGas' branch offices in the past 5 years?  
Base: n=127



**SoCalGas**<sup>TM</sup>

# APL Awareness of Non-Recent Branch Office Customers

Over two-thirds (69%) of respondents who have not used a branch office in the past five years are aware that customers can pay their SoCalGas bill in person at an APL.

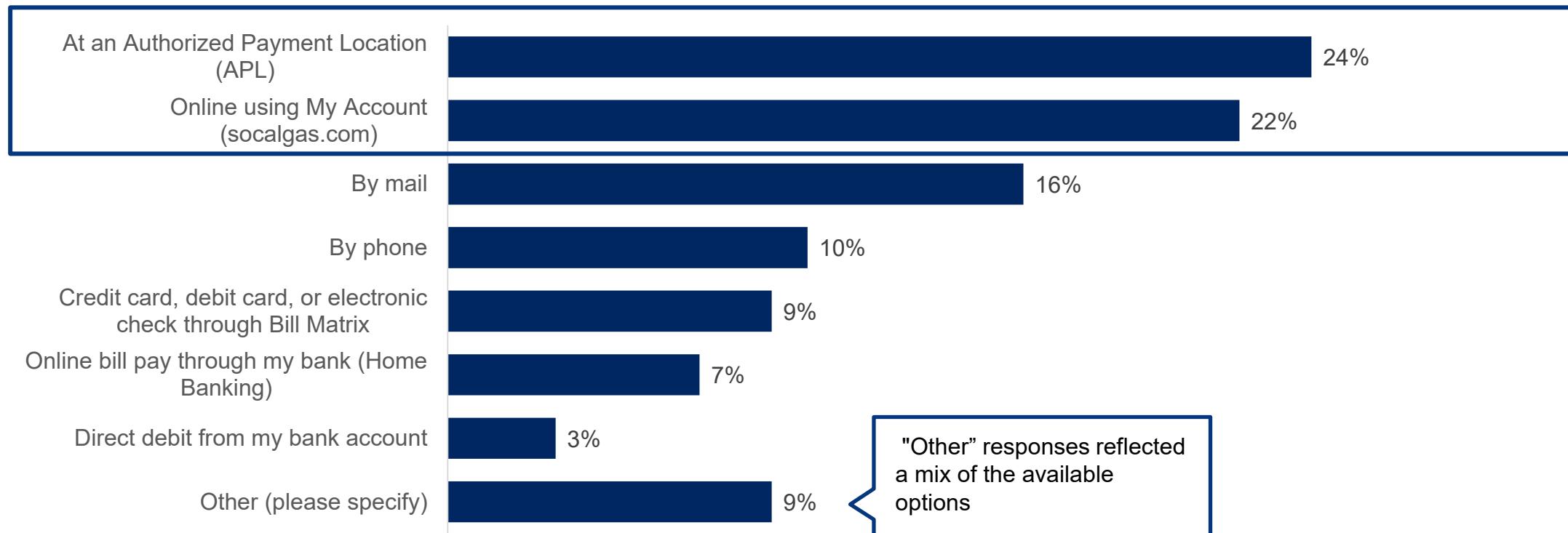


Q4 - Authorized Payment Locations (APLs) provide payment services at convenient locations and may be located at an establishment where customers already conduct business (i.e., local convenient stores, grocery stores, or mail establishments) and have extended hours with no transaction fee to customers. Did you know that you can pay your bill in-person at an Authorized Payment Location (APL)?

Base: n= 58

# Preferred Bill Payment Methods

Respondents who have not used a branch office in the last 5 years prefer using an APL (24%) or paying their bill online via My Account (22%).



Q5 - What is your preferred method to pay your bill?  
Base: n=58



**SoCalGas**<sup>TM</sup>

## **ATTACHMENT H**

# SoCalGas Branch Office Intercept Study

Prepared for SoCalGas  
by Q-Insights

July 2024



## Objective

- To further understand the needs and behaviors of customers that use SoCalGas branch offices

## Research Methodology

400 interviews were conducted in late May/early June 2024 with customers as they exited 8 branch offices:

- Commerce
- El Centro
- Fontana
- Huntington Park
- Oxnard
- Porterville
- San Bernardino
- Santa Ana

SoCalGas applied the following selection criteria to identify branch offices with:

- High concentration of CARE customers
- Higher transaction volumes
- Geographic diversity across SoCalGas' service territory

- Customers were screened to ensure that they were age 18 or older and that they were not employed by SoCalGas
- Customers were then invited to participate in a brief survey and were offered a \$10 Starbucks gift card in consideration of their time
- Interviews were conducted by trained Q-insights staff using questionnaires programmed on tablets
- Customers were offered the choice of completing the interview in English or Spanish
- Throughout the report, comparisons are made across age, language of interview, and household income. Statistically significant differences are noted at 95% confidence level

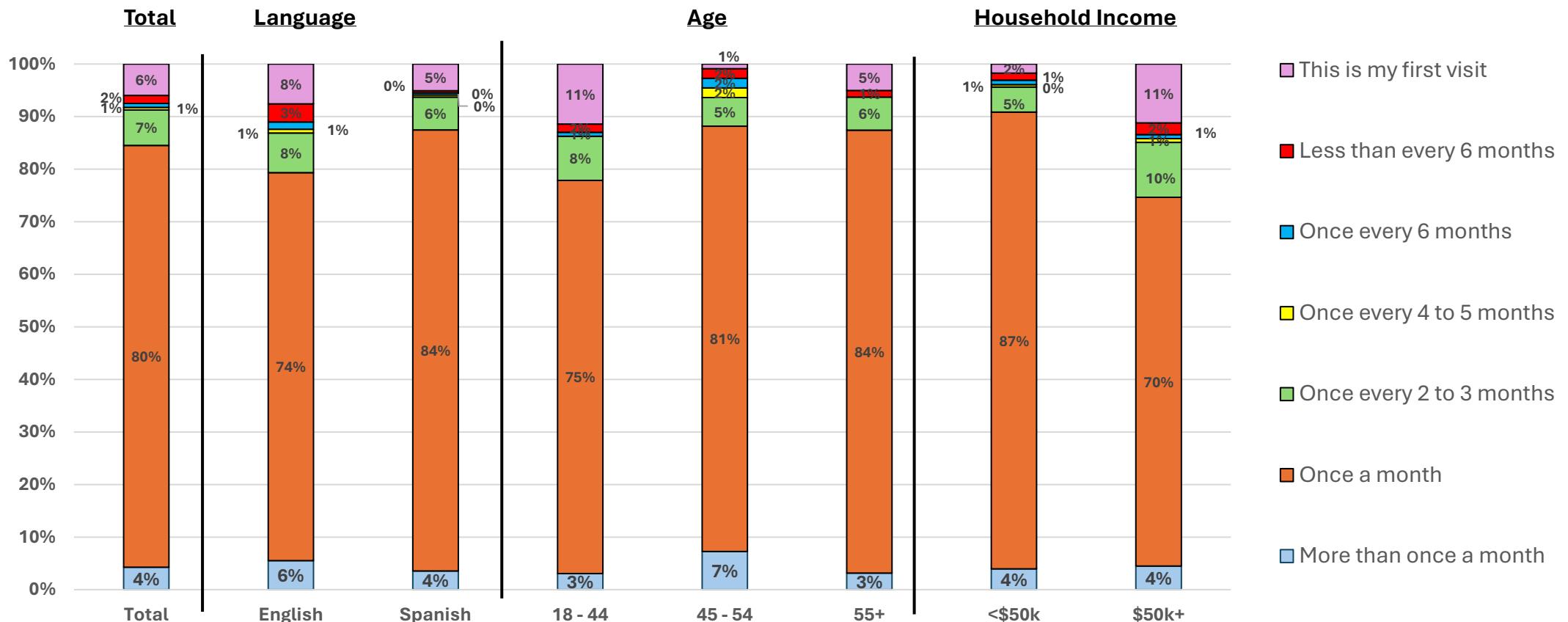
# Executive Summary

- A majority of respondents (84%) visit a SoCalGas branch office visit once a month or more often. Among those:
  - 87% visit to pay their bill
  - 18% want to turn their gas on or off
  - 9% have a question about their bill
- Respondents mention a variety of reasons for visiting a branch office to pay their bill:
  - 39% - Confidence
  - 33% - Paying in cash
  - 31% - Convenience
  - 30% - Good service at the pay window
  - 27% - Get a receipt
  - 10% - Don't trust the internet (this reason is 31% among those aged 55+)
  - 10% - Complete lack of internet access
- 39% of respondents exclusively pay their bill in-person at a branch office
- 64% of respondents who visit a branch office to pay their bill and who have not paid at an APL in the past 6 months are aware they can pay their bill in-person at an APL
- 60% of respondents who currently pay their bill at a branch office are open to paying at an Authorized Payment Location (APL)
- English-speakers would most rely on the SoCalGas website and an APL for making payments (29% and 26%, respectively), while Spanish-speakers would most rely on an APL and paying by phone (41% and 26%, respectively)

# KEY FINDINGS

- 80% of respondents visit a branch office at least once a month
- 4% visit a branch office more than once a month

### Frequency Visiting Branch Office (n = 400)

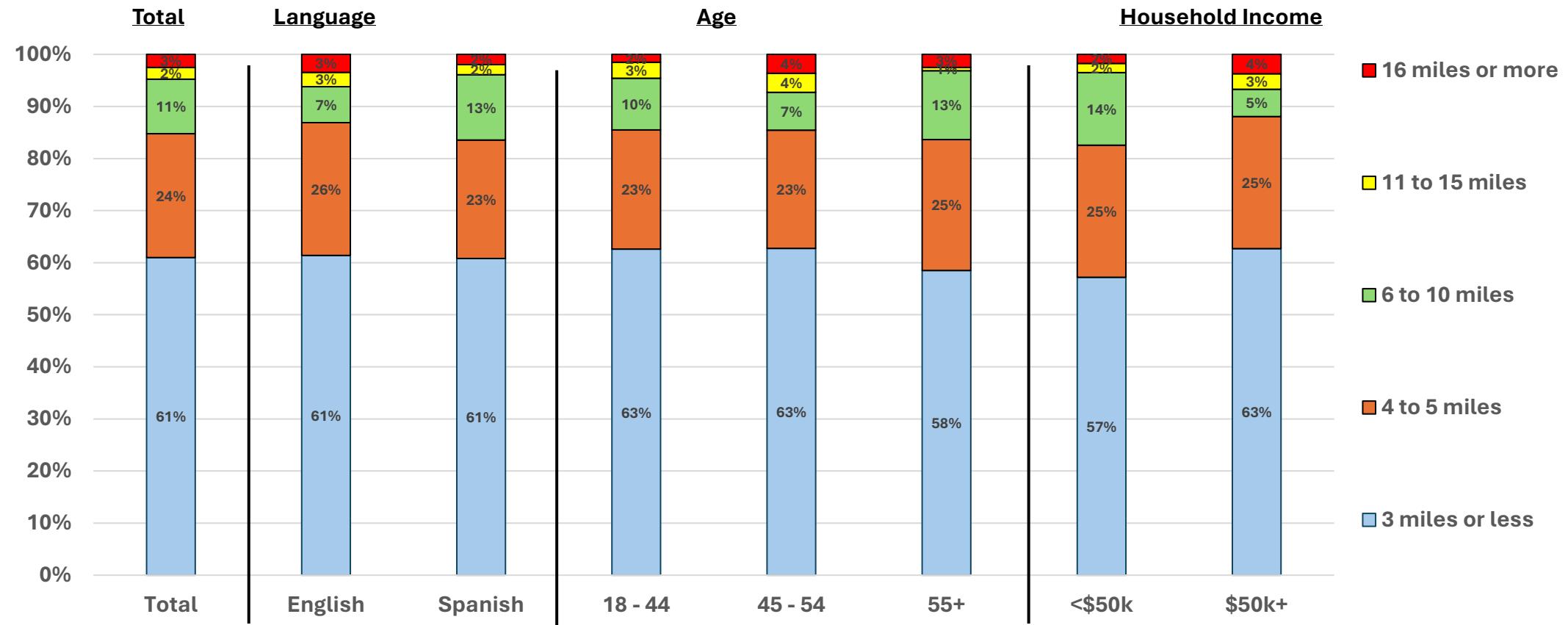


Q7. How frequently do you visit this or any other SoCalGas Branch location?

Percentages may total more than 100% due to rounding.

Most respondents live within 3 miles (61%) and 85% live within 5 miles

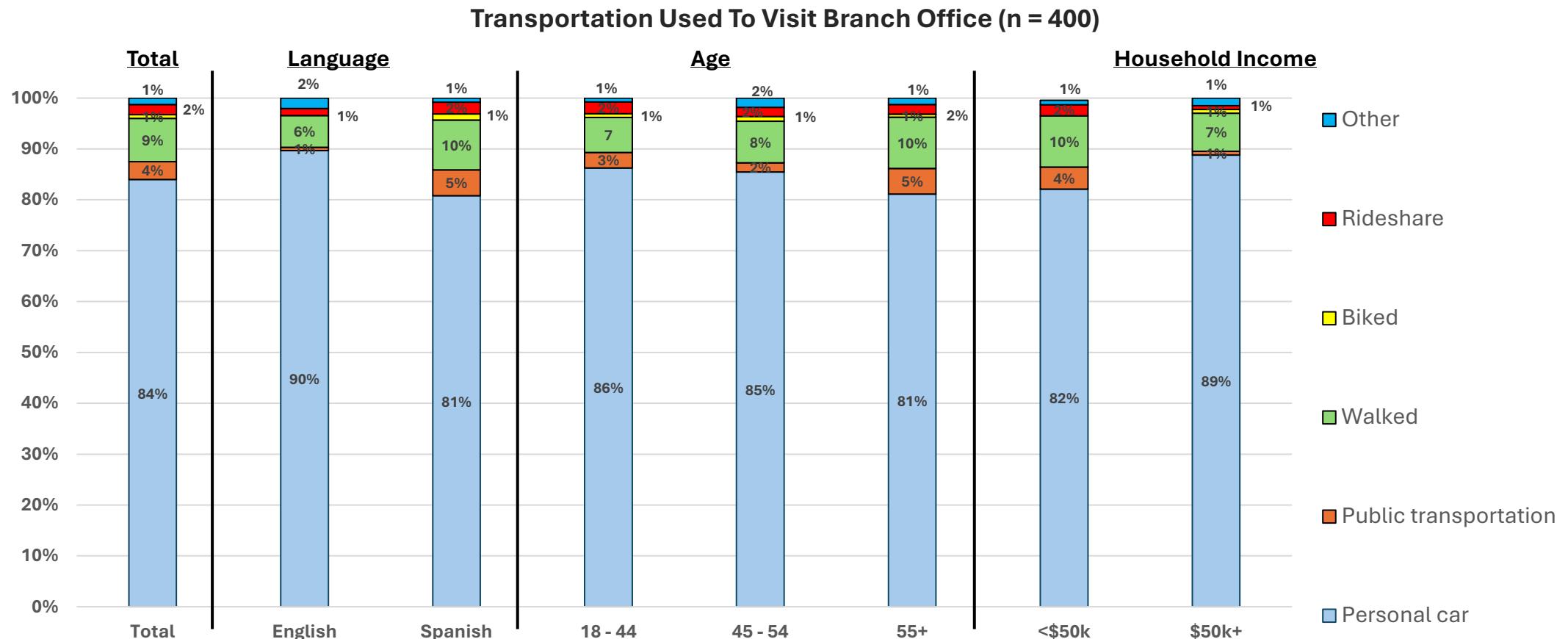
### Branch Office Distance from Home (n = 400)



Q8. How far is this location from your home?

Percentages may total more than 100% due to rounding.

- Overall, 84% of respondents drive their personal vehicle to a branch office
- English-speakers are more likely than Spanish-speakers to drive to a branch office (90% versus 81%, respectively)

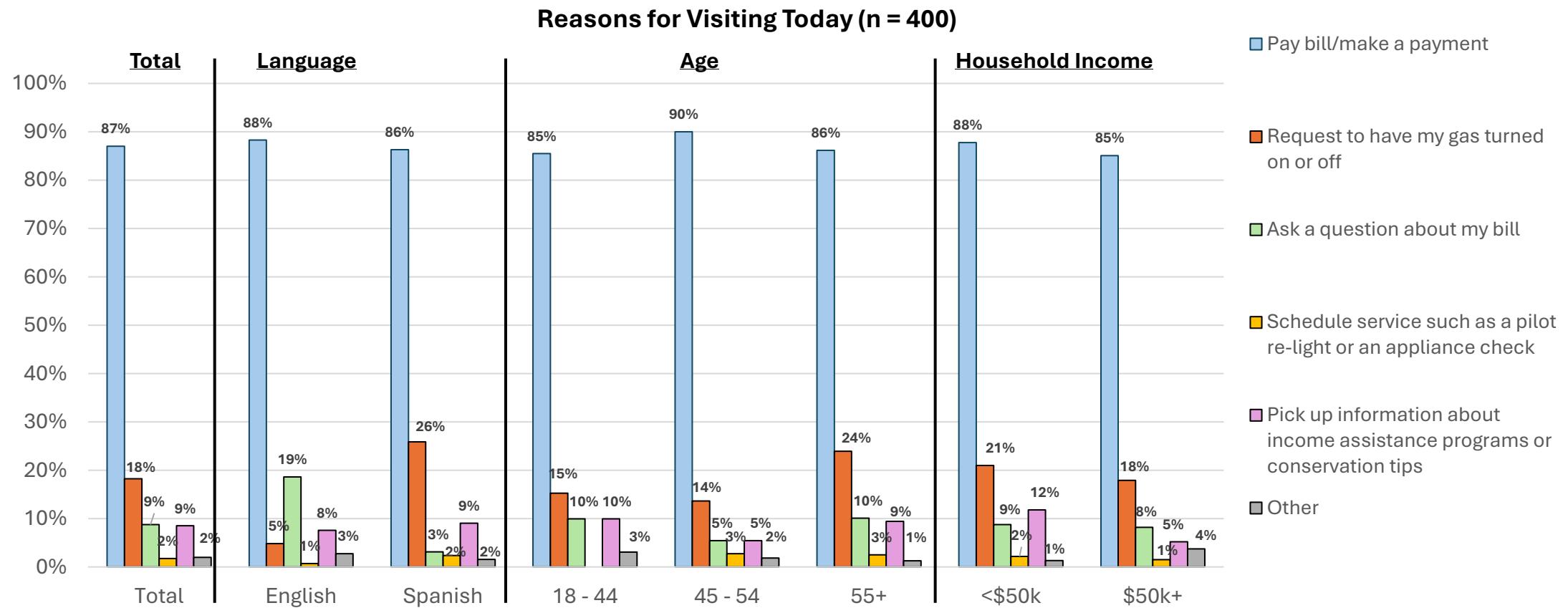


Q9. How did you get to the branch office for this visit?

Statistically significant differences noted at 95% confidence level.

Percentages may total more than 100% due to rounding.

- 87% of respondents visit a branch office to pay their bill
- Spanish-speakers are significantly more likely than English-speakers to be requesting their gas to be turned on or off (26% versus 5%, respectively)

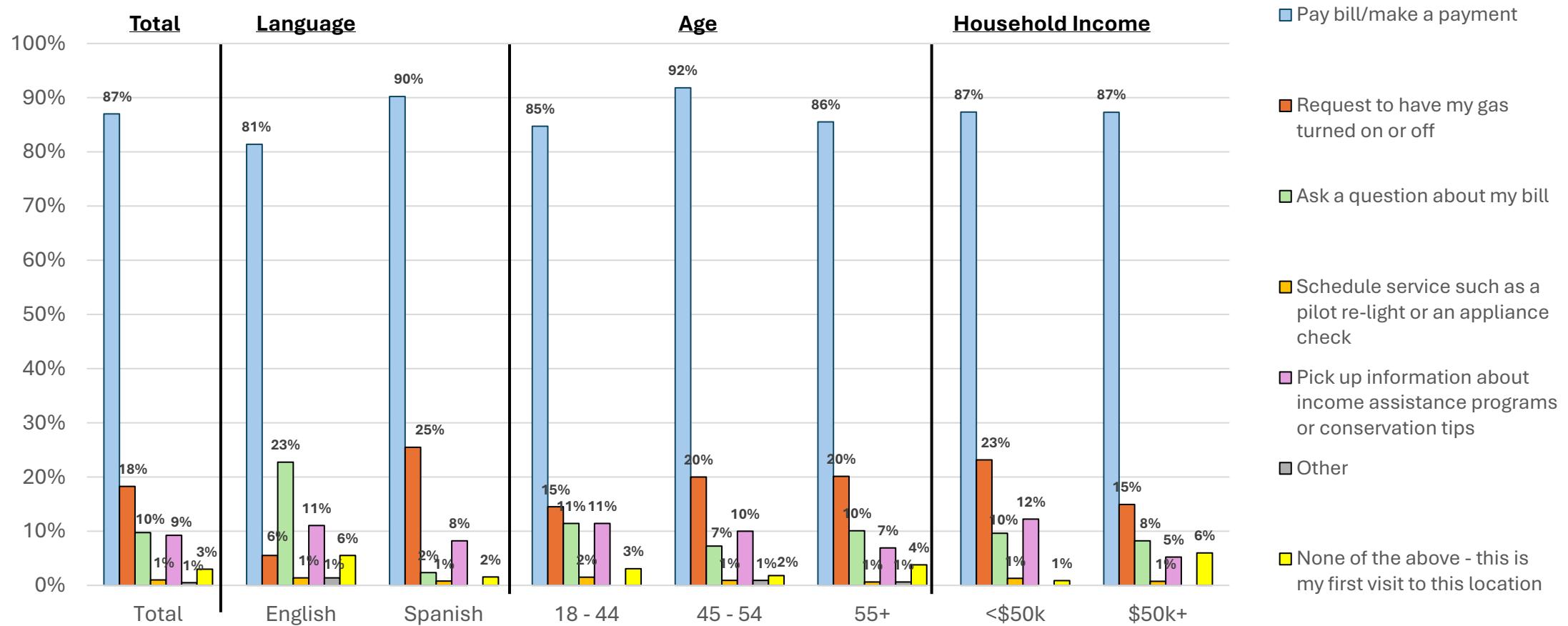


Q1. What was the main purpose of your visit today? (Multiple responses possible)

Statistically significant differences noted at 95% confidence level.

The reasons for visiting a branch office over the past 6 months are similar to the reasons for visiting today – most visit to pay a bill

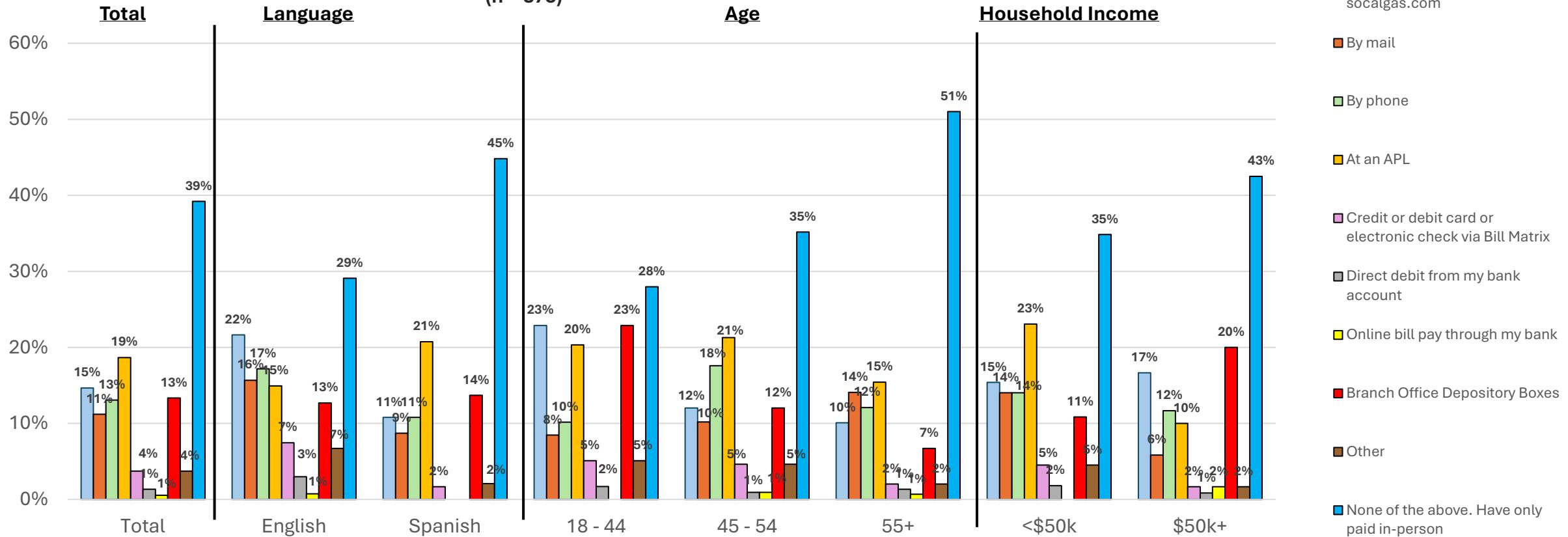
### Reasons for Visiting This Location Over the Past 6 Months (n = 400)



Q2. For what purposes have you visited this location in the past 6 months? (Multiple responses possible)

39% of respondents exclusively pay their bill in-person at a branch office

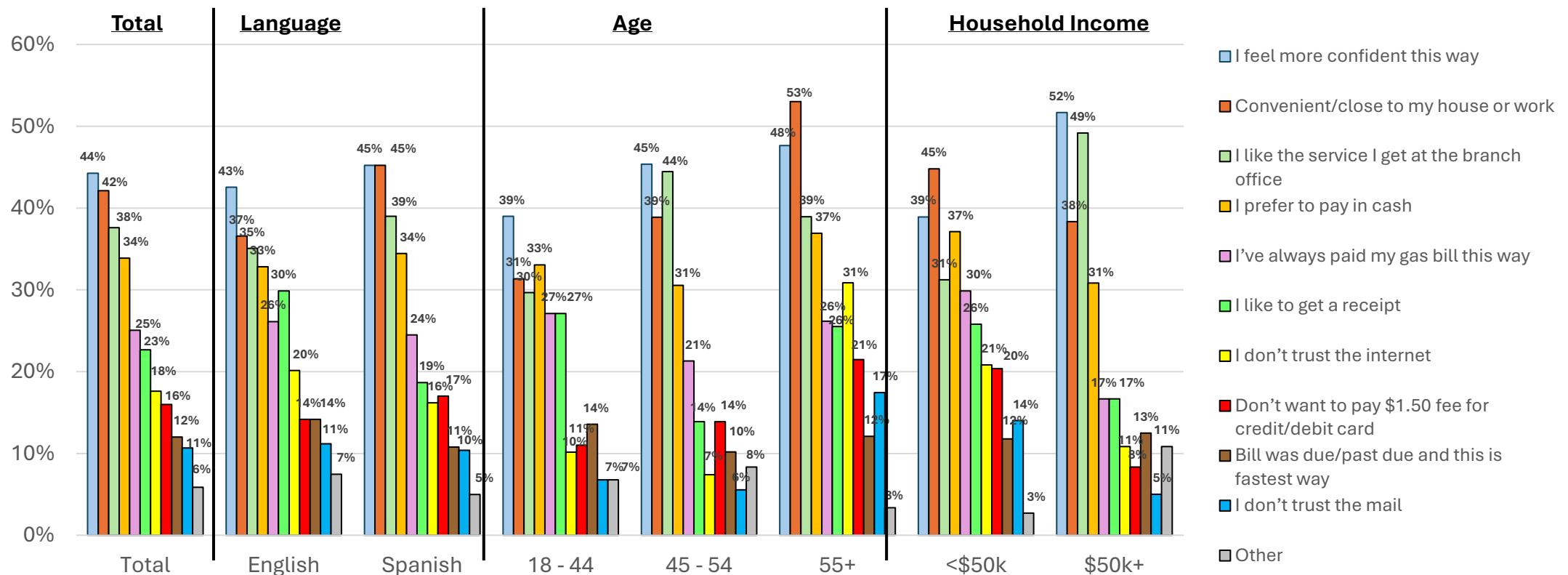
**Past 6 Month Bill Payment Methods (among those paying or have paid at Branch Office)**  
(n = 375)



Q3. SoCalGas offers other ways to pay your bill. Which of these methods have you used in the past 6 months? (Multiple responses possible)

Respondents have a variety of reasons for wanting to pay at a branch office. Leading reasons include paying in cash, good service, convenience, and confidence

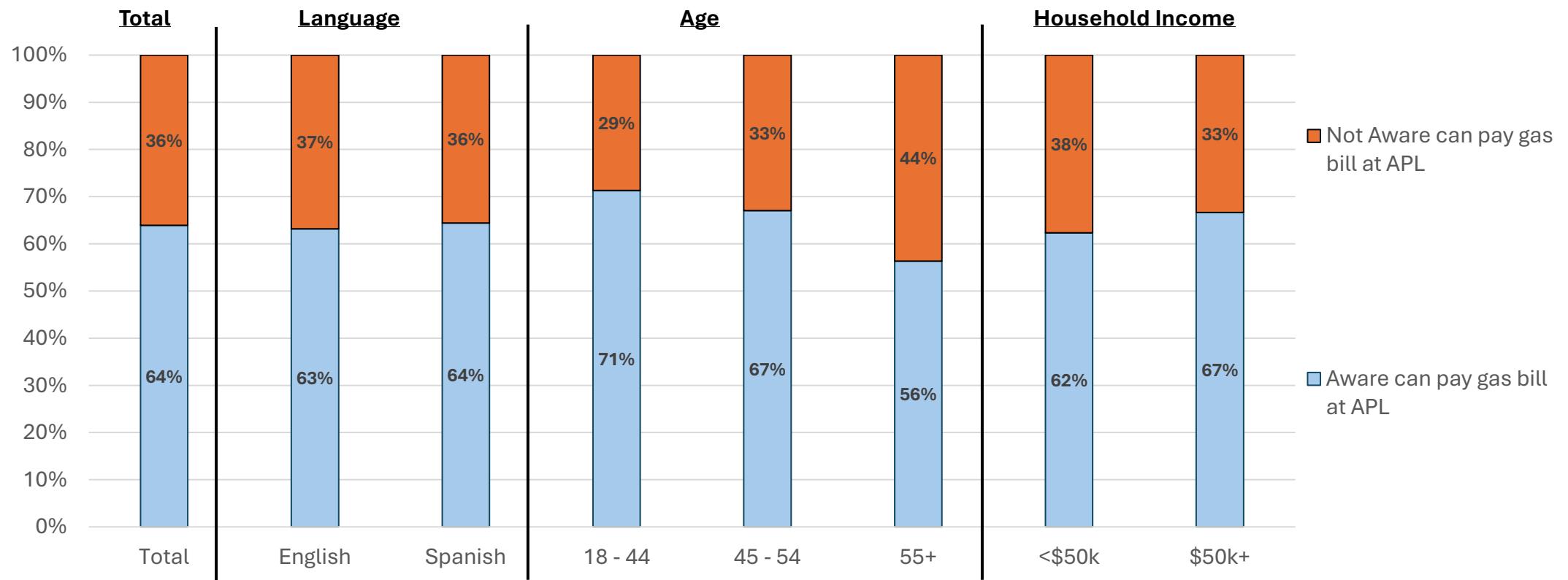
**Reasons for Paying In-Person (among those paying or have paid gas bill at Branch Office) (n = 375)**



Q6. Why did you pay your bill at a SoCalGas branch office location instead of using another method? (Multiple responses possible)

64% of respondents who visit a branch office to pay their bill and who have not paid at an APL in the past 6 months are aware they can pay their bill in-person at an APL

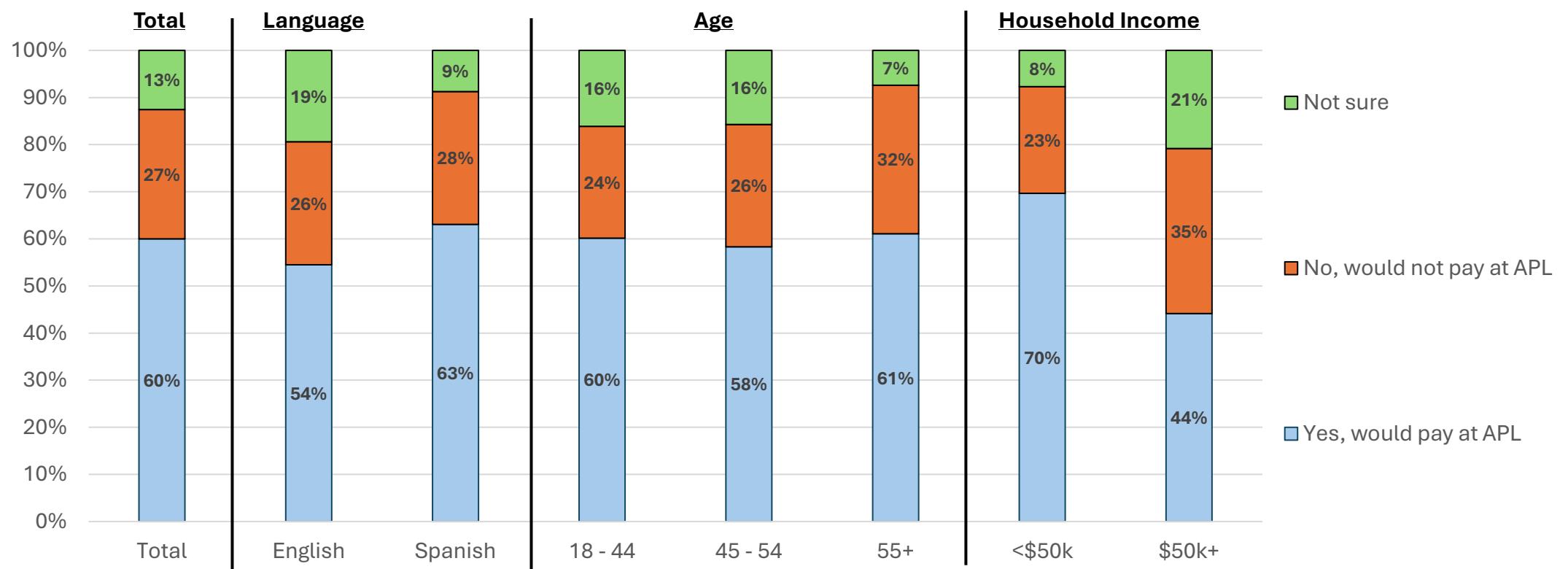
**Awareness of APL (among the 76% who have not paid at APL in the past 6 months) (n = 305)**



Q4. Did you know that you can pay your bill in-person at an Authorized Payment Location?

- 60% of respondents who have paid their bill at a branch office are open to paying at an APL
- Respondents in households with incomes below \$50,000 are significantly more likely than other respondents to be willing to pay at an APL (70% versus 44%, respectively)

### Likelihood to Pay at APL (among those paying or have paid gas bill at Branch Office) (n = 375)

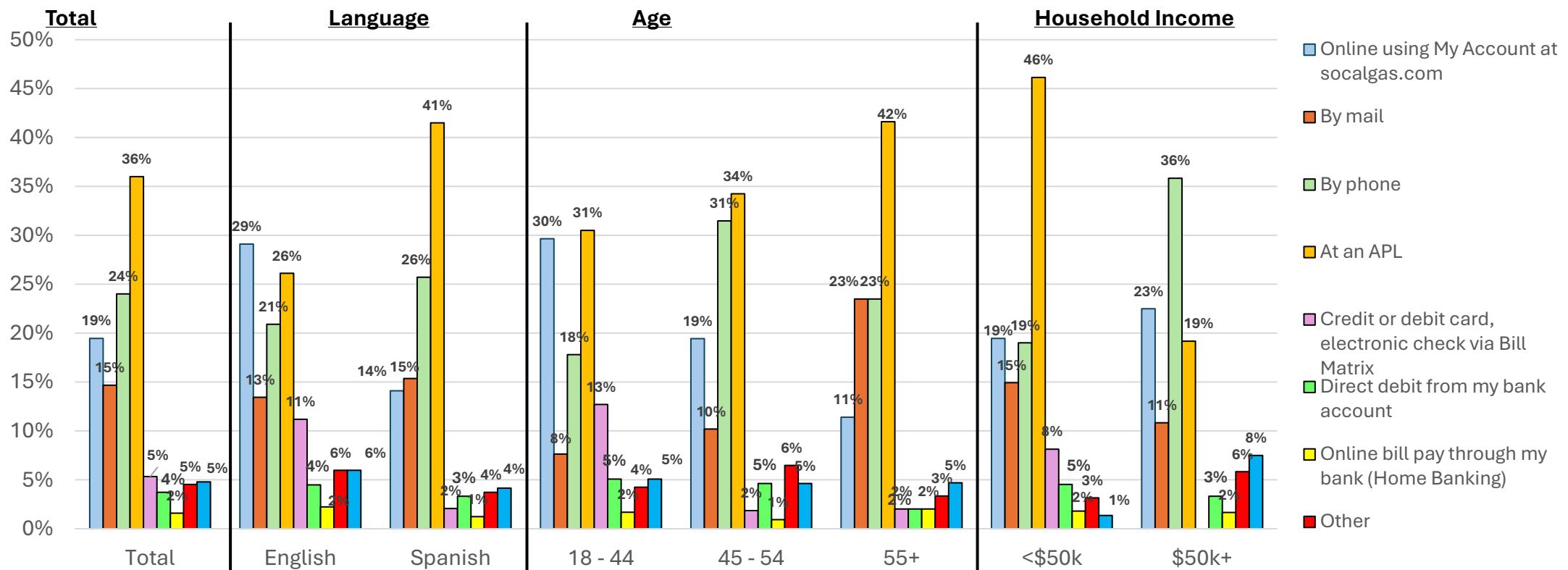


Q5. If there is an APL within a 5-mile radius of your preferred branch office payment location, would you consider making an in-person payment there?

Statistically significant differences noted at 95% confidence level.

If branch offices were not available, English-speakers would most rely on My Account to pay their bill (29%), while Spanish-speakers would most rely on an APL to pay their bill (41%)

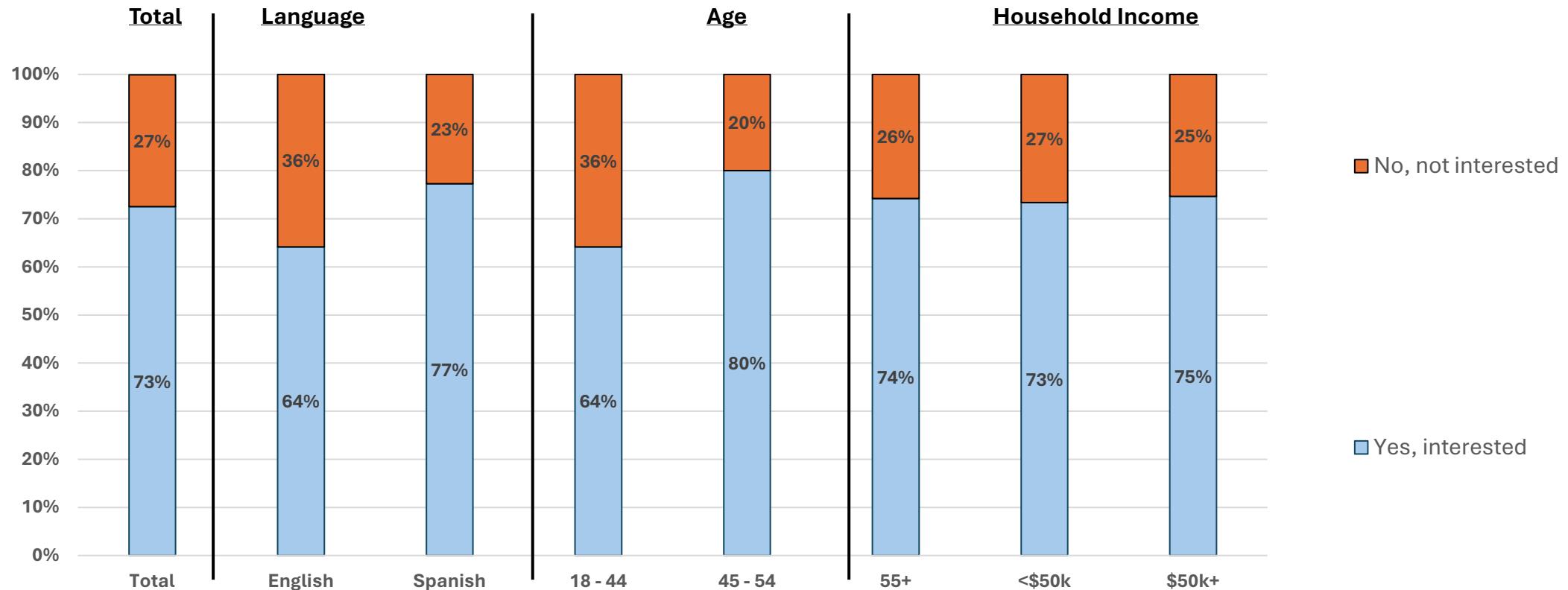
**Payment if Branch Office Closed (among those paying or have paid bill at Branch Office) (n = 375)**



Q10. If you could not pay your bill at a branch office, of the options below, how would you pay your bill? (Multiple responses possible.)  
Statistically significant differences noted at 95% confidence level.

Overall, 73% of respondents have some interest in educational workshops, although interest is significantly lower among English-speakers (64%)

### Interest in Educational Workshops (n = 400)



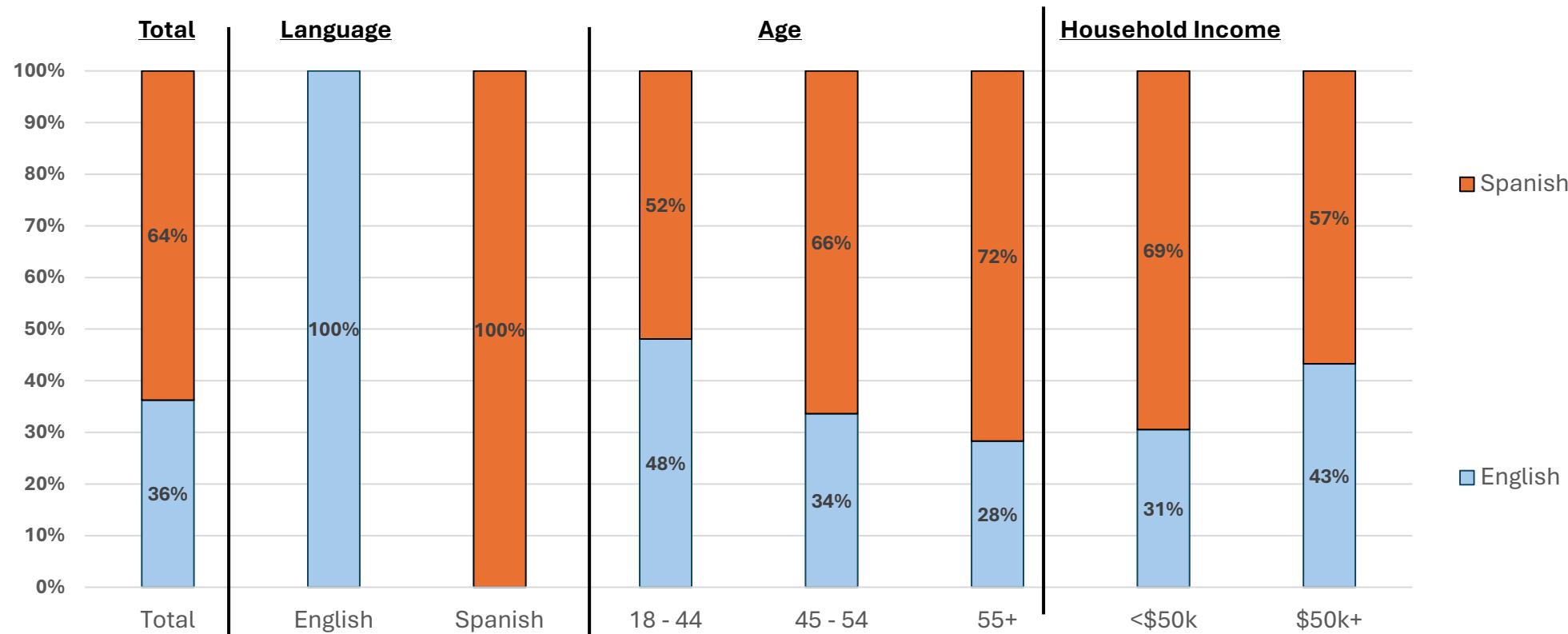
Q11. SoCalGas would like to offer educational workshops to provide customers with additional information and resources. Would you be interested to learn more?

Statistically significant differences noted at 95% confidence level.

# DEMOGRAPHICS

- 64% of respondents completed the survey in Spanish
- Spanish-speakers skew older and slightly less affluent

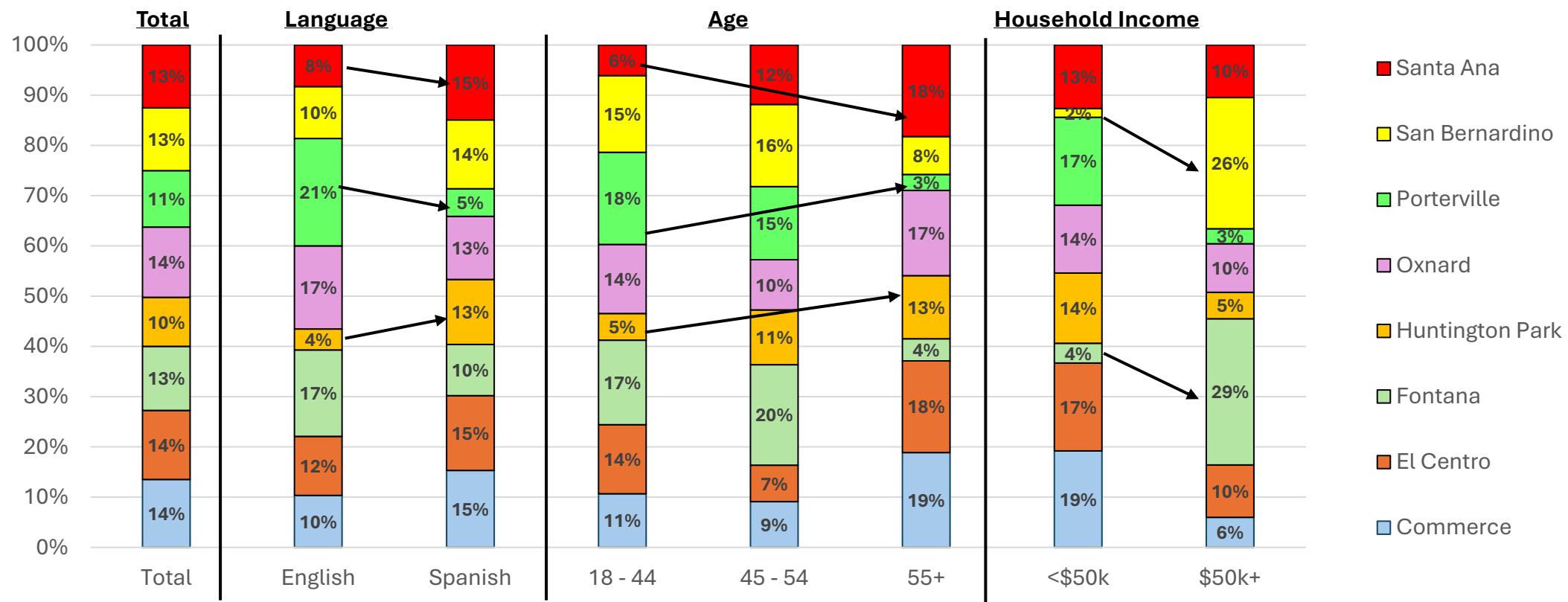
**Language Conducted Interview In (n = 400)**



*Q15. Please stop me when I read the category that includes your age.  
Statistically significant differences noted at 95% confidence level.*

- Santa Ana and Huntington Park skewed older and towards Spanish-speakers, while offices such as Porterville skewed younger and towards English-speakers
- San Bernardino and Fontana offices are utilized by more affluent customers

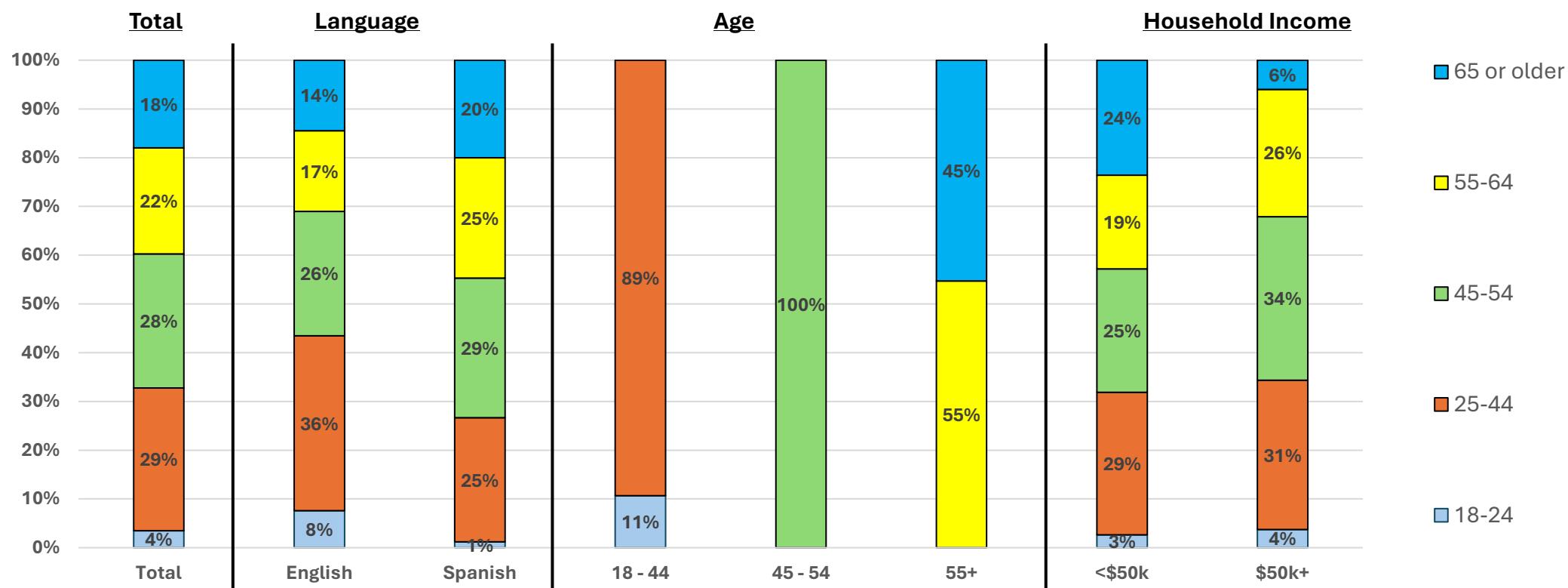
### Branch Office Locations Interviews Conducted In (n = 400)



Percentages may total more than 100% due to rounding.

- 40% of respondents are aged 55+
- Spanish-speakers are significantly more likely than English-speakers to be aged 55+ (45% versus 31%, respectively)

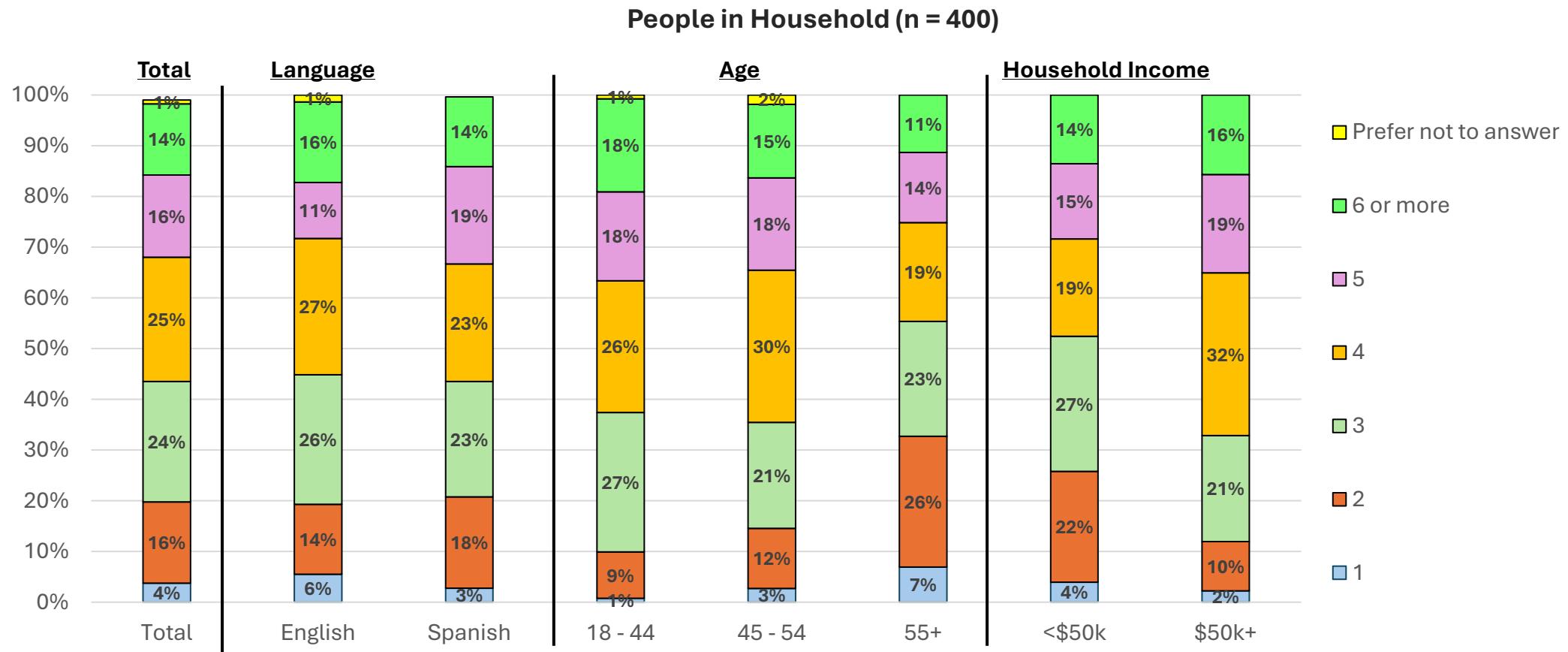
Age (n = 400)



Q15. Please stop me when I read the category that includes your age.  
Statistically significant differences noted at 95% confidence level.

Percentages may total more than 100% due to rounding.

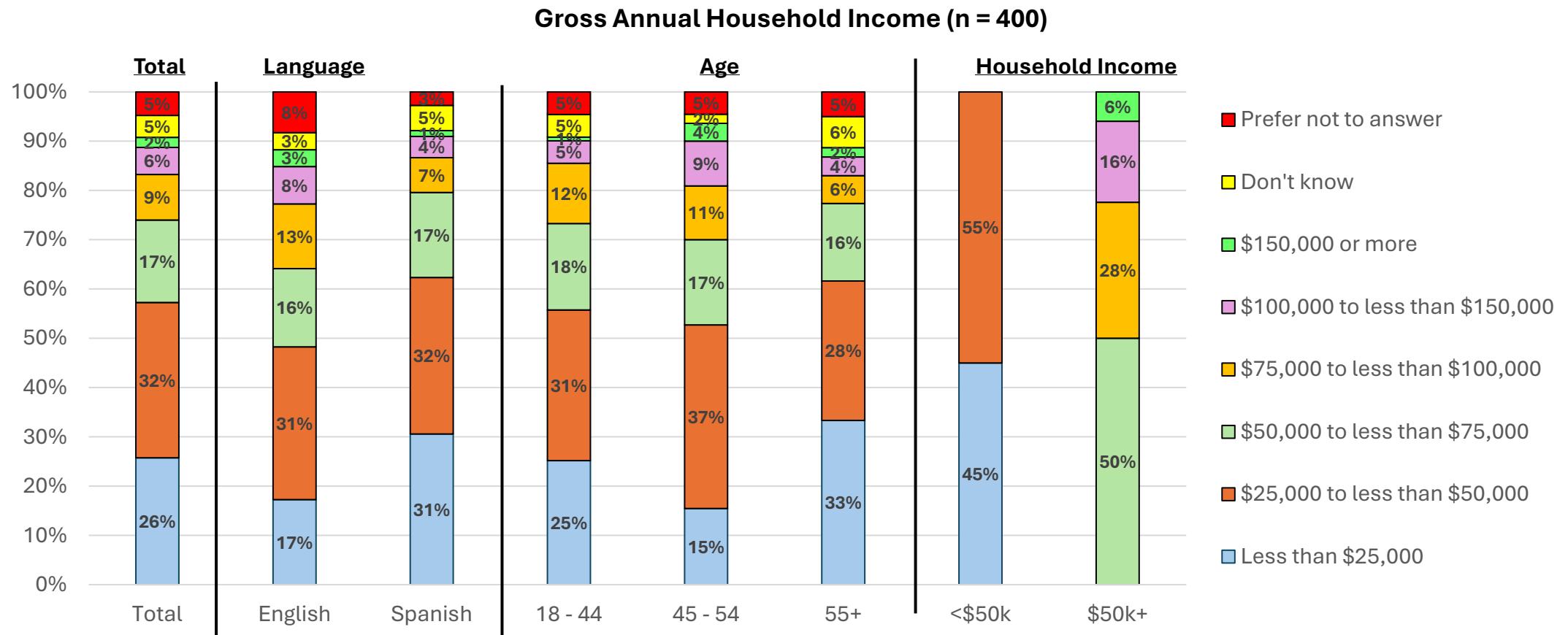
- 55% of respondents have 4 or more people in their household
- Households with incomes \$50k+ are significantly more likely than other households to have 4 or more people (67% versus 48%, respectively)



Q16. How many people are in your household, including yourself?  
 Statistically significant differences noted at 95% confidence level.

Percentages may total more than 100% due to rounding.

- 58% of respondents have a gross annual household income below \$50,000
- Spanish-speakers are significantly more likely than English-speakers to have a household income of less than \$50,000 (63% versus 48%, respectively)

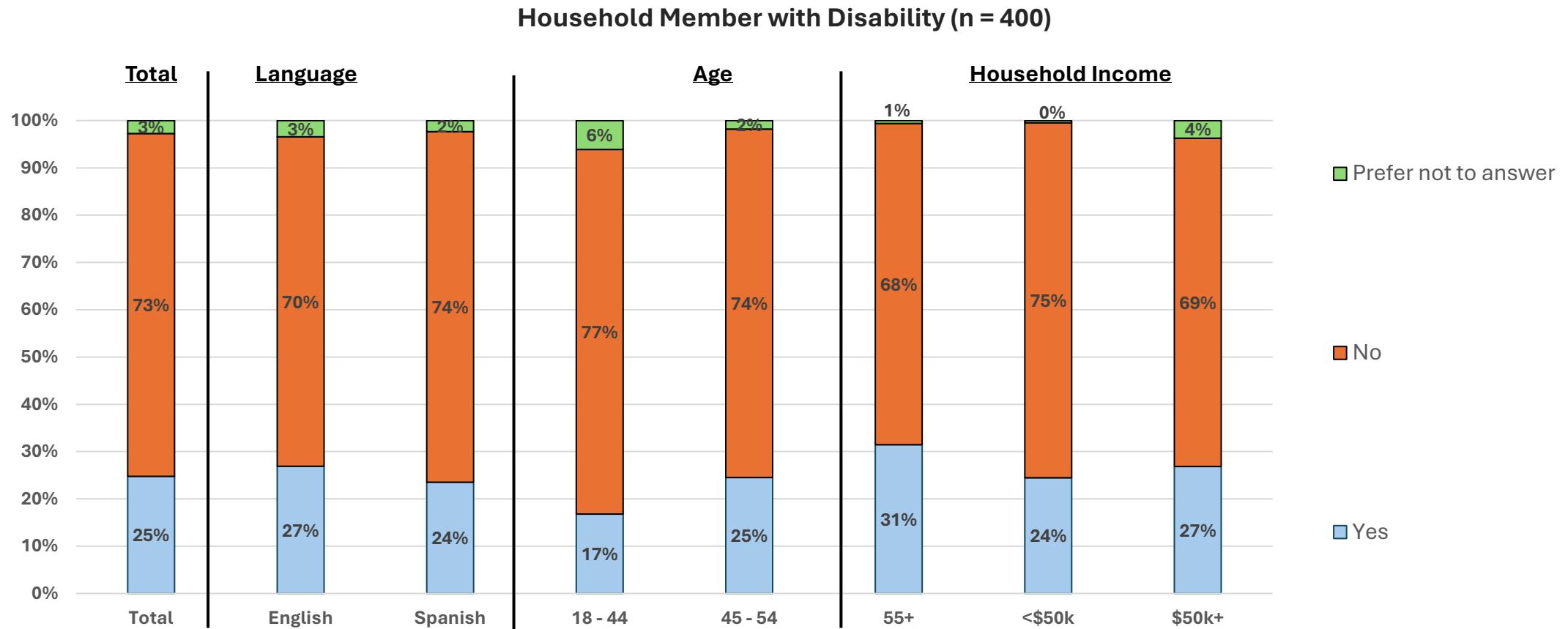


Q17. Into which of the following categories does your total annual household income fall?

Statistically significant differences noted at 95% confidence level.

Percentages may total more than 100% due to rounding.

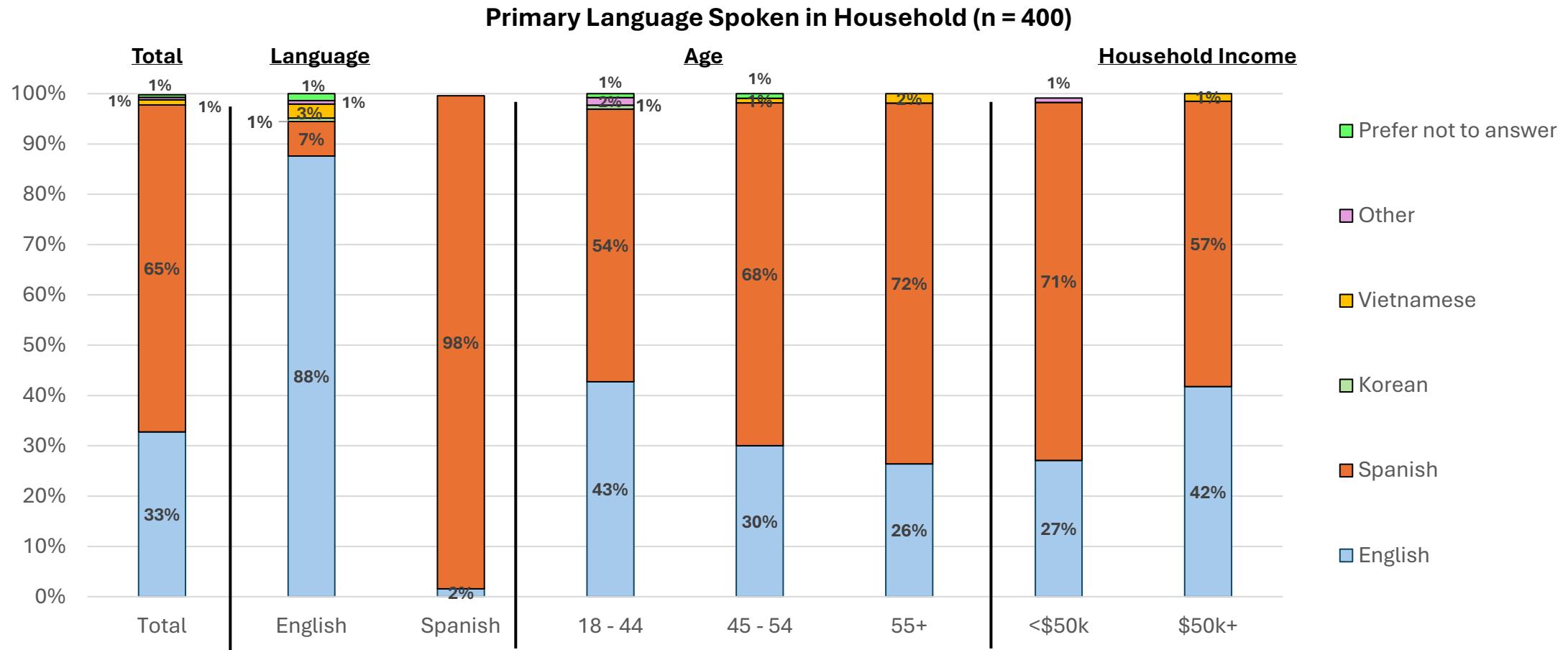
25% of respondents have someone in their household with a disability



Q18. Do you or anyone in your household have a permanent disability related to mobility, hearing, vision, cognitive, psychological or chronic disease?

Percentages may total more than 100% due to rounding.

12% of customers who responded to the survey in English primarily speak another language at home

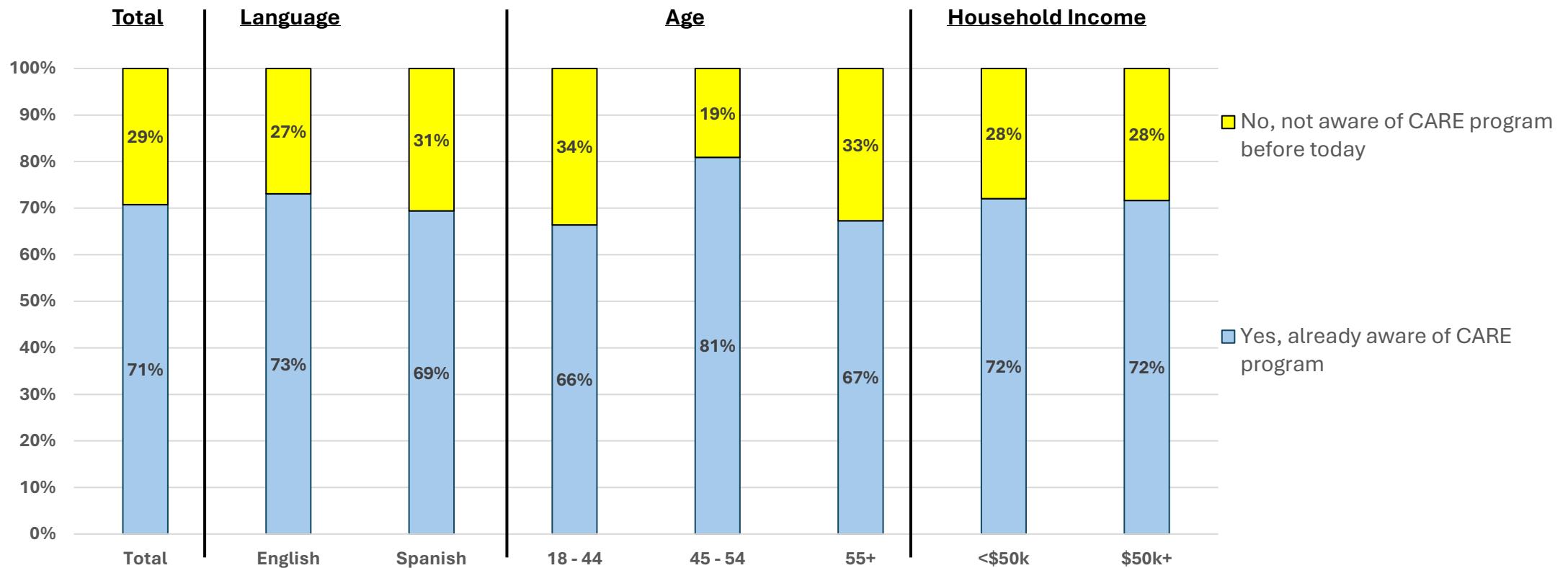


Q19. What is the primary language spoken in your household?

Percentages may total more than 100% due to rounding.

- 71% of respondents are aware of the CARE program
- Awareness of CARE is mostly consistent across demographic sub-groups

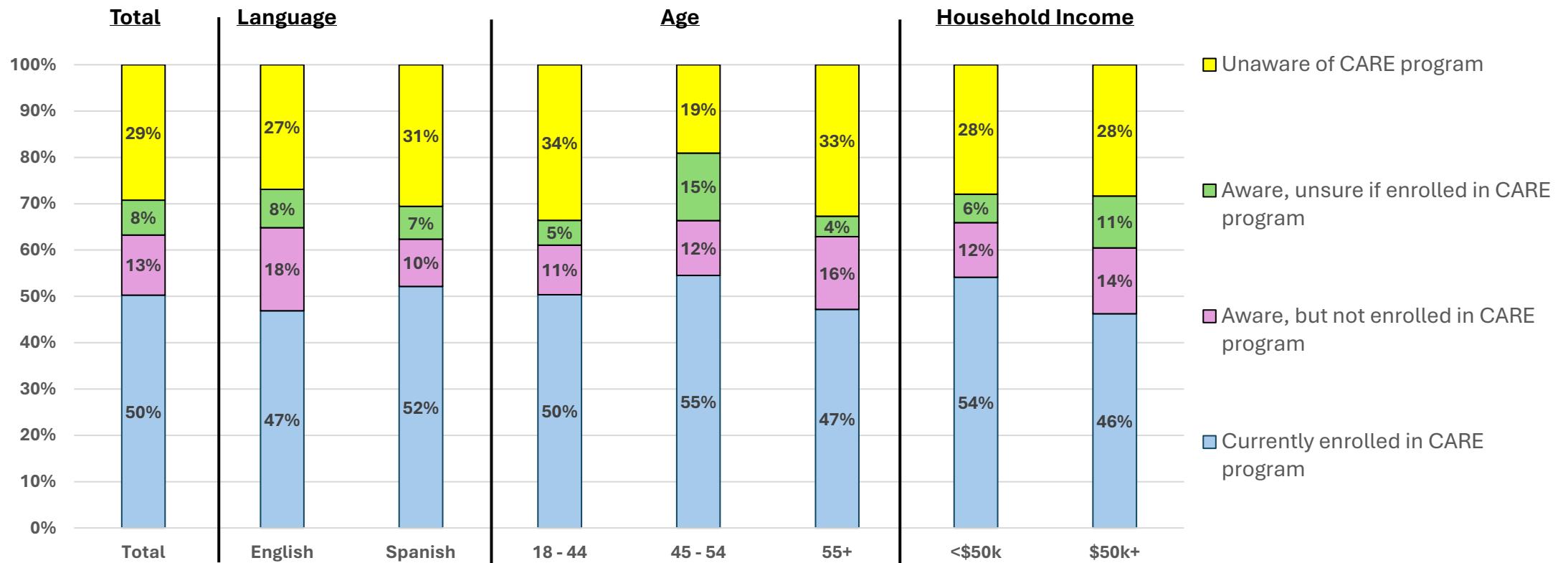
CARE Program Awareness (n = 400)



Q12. Through the CARE program, SoCalGas offers a 20% discount to eligible customers on their monthly gas bill. Before today, were you aware of the CARE program?

50% of respondents are enrolled in the CARE program; an additional 8% are unsure if they are enrolled

### CARE Program Enrollment (n = 400)



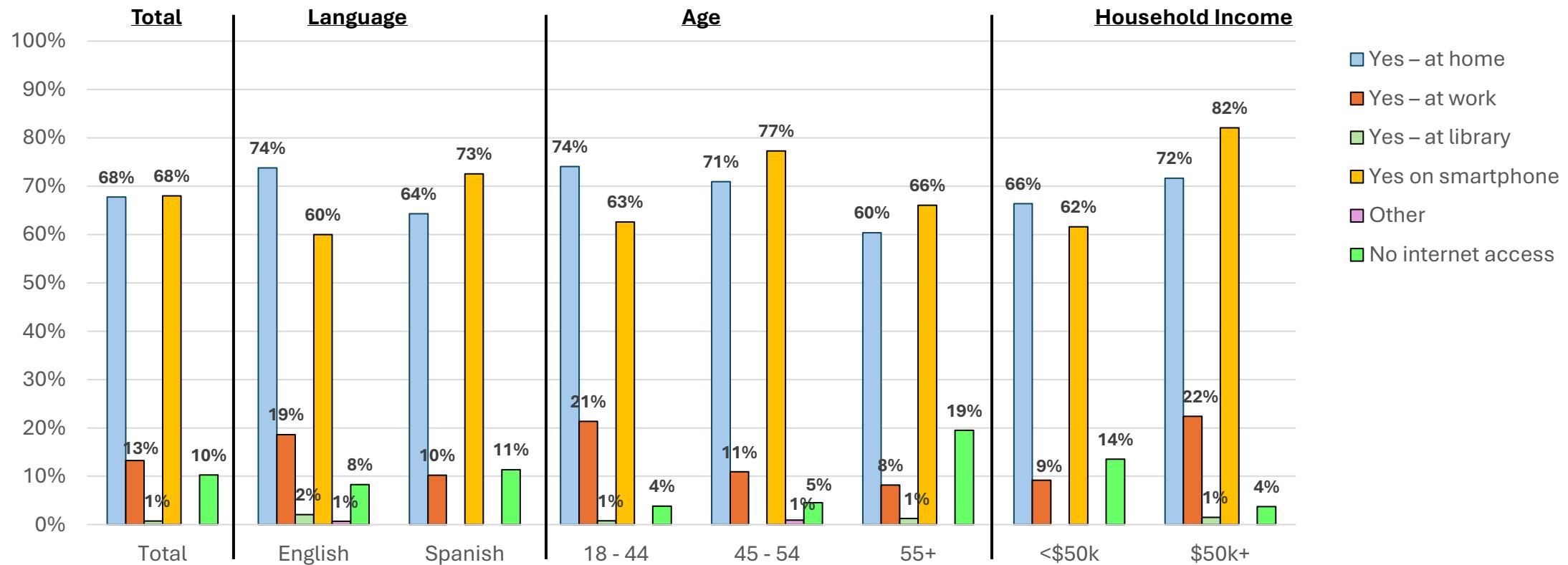
Q12. Through the CARE program, SoCalGas offers a 20% discount to eligible customers on their monthly gas bill. Before today, were you aware of the CARE program?

Q13. Are you currently enrolled in the CARE program?

Percentages may total more than 100% due to rounding.

- 10% of respondents lack internet access
- Respondents aged 55+ are significantly more likely than younger respondents to lack internet access (19% versus 4% - 5%, respectively)

### Locations of Internet Access for Paying Gas Bill (n = 400)



Q14. Do you have access to the internet where you could visit [socalgas.com](http://socalgas.com)? (Multiple responses possible)

Statistically significant differences noted at 95% confidence level.