

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



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

A.25-05-001
(Filed May 2, 2025)

JOINT CASE MANAGEMENT REPORT

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April 17, 2026

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JOINT CASE MANAGEMENT REPORT

Pursuant to Administrative Law Judge Carolyn Sisto’s Email Ruling Establishing the Remaining Procedural Schedule issued on February 11, 2026 (Ruling), Southern California Gas Company (SoCalGas) provides this Joint Case Management Report in the above-referenced proceeding¹.

The Status Conference was held on Monday, April 13, 2026, beginning at 10:00 a.m. and ending by 11:02 a.m. The following parties attended the Status Conference: SoCalGas, the Public Advocates Office at the California Public Utilities Commission (Cal Advocates), The Utility Reform Network (TURN), and the Utility Workers of America, AFL-CIO, Local 132 and International Chemical Workers Union Locals 350c, 478c, and 995c (together, Unions). The parties that were present discussed the four categories of issues listed in the Ruling. Although the Small Business Utility Advocates (SBUA) was not present at the meeting, it is included in this Joint Case Management Report.² For ease of reference, each category of issues is listed below along with corresponding issues identified in the Scoping Memo and Ruling:

I. Any Resolved Issues

What, if any, physical locations will remain available for customers to make payments and ask service-related questions in person?

The parties agreed that SoCalGas’s Authorized Payment Locations (APLs) will remain available for in-person payments but will not answer service-related questions, and there would be no physical location for service-related questions.

¹ *Ruling* (Feb. 12, 2026). Pursuant to the Commission’s Rules of Practice and Procedure, Rule 1.8(d) (May 1, 2021), the parties agree that SoCalGas has authority to file this Joint Statement.

² “The parties” includes SoCalGas, Cal Advocates, TURN, the Unions, and SBUA.

Is Southern California Gas Company's Core Fixed Cost Account the appropriate account through which the utility should track and return any cost savings from its branch office closures to ratepayers?

The parties agreed that the Core Fixed Cost Account is the appropriate regulatory account for tracking costs and returning any savings to ratepayers, as previously authorized in Decision 16-06-046.

If Southern California Gas Company anticipates selling land or property currently occupied by any branch office(s), how and when will notification and consultation with local Tribes and impacted communities be conducted, pursuant to California Pub. Util. Code §851 and the California Public Utilities Commission's Tribal Land Transfer Policy?

SoCalGas has not decided whether it will sell any company-owned branch offices. If SoCalGas decides to sell any branch offices, it would follow the procedure under Public Utilities Code Section 851.³

What fees may customers who have exclusively used a branch office face if they transition to paying bills online with debit or credit cards?

To pay online by credit/debit cards or electronic checks, customers must use BillMatrix, an independent service provider. A \$1.50 convenience fee is charged.

II. Potential Uncontested Issues or Issues that Could Be Resolved in a Stipulation

Should Southern California Gas Company utilize Community Based Organizations and Faith Based Organizations to assist in communicating the closure process and other relevant information to customers, including, but not limited to, low-income, elderly, disabled, or otherwise vulnerable customers that may be affected by the proposed branch office closures?

SoCalGas, Cal Advocates, TURN, and the Unions agree that SoCalGas should utilize Community Based Organizations and Faith Based Organizations to assist in communicating the closure process and other relevant information to customers, including, but not limited to, low-income, elderly, disabled, or otherwise vulnerable customers that may be affected by the proposed branch office closures. However, SBUA does not agree.

³ See Pub. Util. Code §851.

How will Southern California Gas Company notify customers of available locations to pay bills or ask service-related questions in person?

SoCalGas will follow the Communications Plan outlined in Section VII of the Prepared Direct Testimony of Jesse S. Aragon,⁴ and includes outreach by both physical mail and email. The Unions recommend that outreach be conducted at branch offices—both through signage and through verbal communication by branch office employees—in order to reach customers who regularly use branch offices.

What is the appropriate amount of time for Southern California Gas Company to provide advance notice to each of its customer classes regarding any branch office closures?

Although SoCalGas proposes in its Application a 60-day closure notice to customers, SoCalGas is open to 90-day notice. Cal Advocates and SBUA agree to a 90-day notice period, while TURN and the Unions would prefer a longer notice period, such as 120 days.

What data tracking, reporting, and outreach commitments should be required of Southern California Gas Company to ensure accountability for customer impacts during and after the branch office closure process?

SoCalGas proposes tracking and reporting the following metrics for three years in a branch office Annual Report, with the first submission commencing one year after the issuance date of the Commission’s decision on the Application: (1) the number of payment transactions, per channel, with payment transaction data of all branch office exclusive customers; (2) the number of non-payment transactions per channel, with non-payment transactions data of all branch office exclusive customers; (3) the number of APLs and their respective operating hours serving each city with a closed branch office and the distance of each APL from the nearest closed branch office location; and (4) the name of every CBO and/FBO who provided outreach serving the city and/or county with the closed branch office, including the language(s) in which services are provided by the CBO and/or FBO.

⁴ Prepared Direct Testimony of Jesse S. Aragon on Behalf of SoCalGas, Section VII: “Communications Plan” (May 2, 2025), at 30-32, available at: <https://docs.cpuc.ca.gov/PublishedDocs/SupDoc/A2505001/8305/572574552.pdf>.

The Unions recommend having metrics to evaluate the impact on disadvantaged communities, including impact on arrears broken down by branch office location. Cal Advocates recommends gathering data on customers who exclusively used the branch offices to measure smooth transition. TURN agrees with both the Unions and Cal Advocates. SBUA recommends collecting metrics on small commercial customers.

III. Any Outstanding Issues of Contested Material Facts

How would Southern California Gas Company's proposal to close its remaining 43 branch offices affect its ability to provide its customers just and reasonable service, pursuant to Pub. Util. Code §451?

The parties agree this is a contested issue.

How will the closure of Southern California Gas Company's branch offices affect ratepayers' rates across all customer classes?

The parties agree this is a contested issue.

What are the environmental and social justice implications of Southern California Gas Company's proposal to close its 43 remaining branch offices, including disproportionate impacts on low-income, elderly, disabled, or linguistically isolated customers?

The parties agree this is a contested issue.

Has Southern California Gas Company adequately consulted with customers and community stakeholders, especially those representing vulnerable populations, in developing its proposal?

The parties agree this is a contested issue.

