

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



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Delia Lovell,

Complainant,

vs.

Southern California Gas Company (U 904 G),

Defendant.

Case 26-06-024
(Filed June 23, 2026)

**AMENDED ANSWER OF SOUTHERN CALIFORNIA GAS COMPANY (U 904 G)
TO COMPLAINT OF DELIA LOVELL**

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August 26, 2026

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In accordance with Rule 4.4 of the Rules of Practice and Procedure of the California Public Utilities Commission (Commission or CPUC) and pursuant to the Administrative Law Judge's Ruling Converting to Regular Complaint and Permitting Refiling of Answer to Complaint 26-06-024 (Ruling), Southern California Gas Company (SoCalGas) hereby answers the complaint of DELIA LOVELL (Complainant) filed on June 23, 2026 (Complaint).

I. SUMMARY OF COMPLAINT'S ALLEGATIONS

Complainant alleges the following:

Complainant Delia Lovell is a permanently disabled residential gas customer at 325 Emerald Drive, Lake Arrowhead, CA 92352 (Account No. 03652217062), a property at approximately 5,200 ft elevation. Her normal gas usage averages about \$140 per month (12-month average of \$140.12 per SoCalGas's own Usage Analysis). SoCalGas enrolled the account in an Arrearage Management Plan (AMP), applied a credit of \$7,564.89, then reversed \$4,412.84 and otherwise manufactured a disputed past-due balance of about \$5,290.18 that bears no relation to actual consumption. Complainant paid all actual monthly charges, including \$181.55 on March 4, 2026. On March 12, 2026, SoCalGas disconnected gas service to this disabled customer in mountain winter conditions without the required notice, in-person contact, or payment arrangement, and has refused to produce complete billing, meter, and AMP records.¹

Complainant includes additional allegations in an attached Supplemental Complaint Document, which includes Exhibits A-H and Appendices A-E.

¹ Complaint at 2, Section F.

II. ANSWER TO COMPLAINT

SoCalGas hereby responds to each material allegation in the Complaint and sets forth new matters constituting defenses.

SoCalGas operates under the laws of the State of California, as administered by the CPUC. SoCalGas's policies and procedures are established in compliance with CPUC-approved Rules and Tariffs on file with the Commission.

A. Response to Formal Complaint Form Section F

SoCalGas records show that on March 4, 2026, Complainant made a payment of \$181.55 to her SoCalGas account number ending in 7062 (Account).² However, SoCalGas denies that Complainant paid all actual monthly charges on her Account. Complainant's payment amount of \$181.55 represents only the current charges that were due for the billing period January 13, 2026 to February 11, 2026. Complainant failed to address the Account's past-due balance of \$5,471.73, which represents unpaid monthly charges from September 2021 to January 2026.

SoCalGas denies that it disconnected gas service without the required notice, in-person contact, or payment arrangement. Under SoCalGas Tariff Rule No. 12, customers are required to pay billed charges by the due date unless an active payment arrangement is maintained.³ SoCalGas Tariff Rule No. 09 authorizes a utility to discontinue service when a bill remains unpaid and no payment arrangement is in effect following proper notice.⁴ Because Complainant failed to address the past-due charges on her Account and had no payment arrangement in place, gas service was subsequently disconnected on March 12, 2026. SoCalGas records confirm that all required notices were issued prior to service disconnection.

Complainant's Account history demonstrates that Complainant received the following notices between late 2025 and early 2026:

² Exhibit I – SoCalGas Bill for Account No. 03652217062 from January 13, 2026 to February 11, 2026.

³ SoCalGas Rule No. 12 (Payment of Bills), *available at*: <https://tariffsprd.socalgas.com/view/tariff/?utilId=SCG&bookId=GAS&tarfKey=111>, attached hereto as Exhibit II.

⁴ SoCalGas Rule No. 09 (Discontinuance of Service) at Section C, *available at*: <https://tariffsprd.socalgas.com/view/tariff/?utilId=SCG&bookId=GAS&tarfKey=108>, attached hereto as Exhibit III.

- November 14, 2025: An Overdue Payment Notice was mailed with an expiration date of December 3, 2025.
- November 14, 2025: A missed payment notification text was sent for 24-month payment plan (24MPP).
- November 14, 2025: A missed payment notification letter mailed for 24MPP.
- December 15, 2025: An Overdue Payment Notice was mailed with an expiration date of January 2, 2026.
- January 5, 2026: Outbound dialing (OBD) attempted to contact the customer to deliver the 48-hour disconnection notice. The attempt was unsuccessful.
- January 5, 2026: A 48-hour disconnection notice was emailed.
- January 6, 2026: A 48-hour disconnection notice was mailed.
- January 13, 2026: A service order was created to collect payment, offer a payment extension or payment plan if applicable, or discontinue gas service due to non-payment. Service was not discontinued because it was a “See Customer Day,” due to the low temperatures and a Risk of Natural Gas Disconnection notice was left at the customer’s premises.
- February 13, 2026: An Overdue Payment Notice was mailed with an expiration date of March 3, 2026.
- March 4, 2026: OBD attempted to contact the customer to deliver the 48-hour disconnection notice. The attempt was unsuccessful.
- March 4, 2026: A 48-hour disconnection notice was emailed.
- March 5, 2026: A 48-hour disconnection notice was mailed.
- March 12, 2026: A service order to either collect payment, offer a payment extension or a payment plan if applicable, or close the gas service due to non-payment of the bill was completed and service was closed.

SoCalGas worked diligently with Complainant to restore gas service, and records indicate that Complainant rescheduled the restore appointment on multiple occasions, delaying the timing of the service restore. Despite these scheduling changes, SoCalGas coordinated with Complainant and restored service at the earliest available opportunity on April 1, 2026. In

accordance with Senate Bill (SB) 1142,⁵ service was re-instated with no conditions other than participating in a payment plan. A payment plan was made with Complainant, requiring six monthly payments of \$911.95 to be paid on the 3rd of every month, starting on April 3, 2026. However, Complainant failed to keep her payment arrangement and the payment plan was terminated.

Complainant also alleges that “SoCalGas enrolled the [A]ccount in an Arrearage Management Plan (AMP), applied a credit of \$7,564.89, then reversed \$4,412.84 and otherwise manufactured a disputed past-due balance of about \$5,290.18 that bears no relation to actual consumption.”⁶ SoCalGas respectfully disagrees with this allegation. The outstanding past-due balance of \$5,290.18 is not a manufactured charge but rather, is directly attributable to unpaid gas service charges incurred at 325 Emerald Drive, Lake Arrowhead, California (the Service Address), from September 2021 to January 2026. These charges reflect actual natural gas consumption and related billed service charges that were properly assessed to the Account over that period. Part of Complainant’s past-due balance was reinstituted for her failure to comply with the terms of the AMP program.

The AMP program provides an opportunity for qualifying SoCalGas residential customers to have their eligible past due bills forgiven.⁷ Once enrolled, every time a current bill is paid in full and on time, SoCalGas forgives 1/12 of the eligible debt. After 12 consecutive monthly natural gas bills are paid in full and on time, the full amount of the eligible debt is forgiven. Participants can miss up to two non-consecutive payments, as long as they are paid in full the following month. However, missing two consecutive payments results in termination from the AMP program.

Complainant has participated in the AMP program on multiple occasions. Complainant initially enrolled in the AMP program through SoCalGas’s website in April 2022 with a qualifying past-due balance of \$2,550.47. However, she only made one payment that was both on time and paid in full and was subsequently removed from the program in September 2022 due

⁵ SB 1142 (Menjivar, 2024), *available at*: https://leginfo.legislature.ca.gov/faces/billNavClient.xhtml?bill_id=202320240SB1142; *see also* Pub. Util. Code § 779.6.

⁶ Complaint at 2, Section F.

⁷ SoCalGas, *Past Due Bill Forgiveness (Arrearage Management Program)*, *available at*: <https://www.socalgas.com/billing-payment/assistance-programs/forgiveness>.

to noncompliance with program requirements. Complainant enrolled in the AMP program again in August 2024 by speaking with one of SoCalGas's Customer Service Representatives (CSR). Complainant had a qualifying past-due balance of \$7,564.89, meaning that for each time she paid her current monthly bill in full and on time, her past-due debt balance would be reduced by \$630.41, or 1/12 of her balance. The CSR informed Complainant of the AMP program requirements and compliance obligations associated with participation in the program.

During her subsequent participation in AMP, Complainant successfully completed five (5) consecutive qualifying payments, resulting in the forgiveness of \$3,152.05 (\$630.41/month x 5) of her outstanding arrearage balance. However, she missed two consecutive payments in March and April 2025 and was subsequently removed from the program in May 2025 for failing to satisfy the program's ongoing participation requirements. Pursuant to AMP program guidelines, the remaining unforgiven balance of \$4,412.84 was reinstated to Complainant's Account upon her removal from the program.

The past-due balance of \$5,290.18 that Complainant now characterizes as "manufactured" includes the remaining unforgiven balance of \$4,412.84 and subsequent unpaid monthly charges to the Account. Complainant's decision to voluntarily enroll in the AMP program in August 2024 demonstrates her acknowledgment of, and responsibility for, the past-due balance of \$7,564.89 on her Account. By seeking forgiveness for those arrearages through the AMP program, Complainant effectively recognized the validity of the underlying balance for which she requested assistance.

As of July 2026, Complainant is once again eligible to enroll in the AMP program. In an effort to assist Complainant in resolving her outstanding arrearage balance, SoCalGas is prepared to provide any guidance necessary throughout the AMP enrollment process.

Further, SoCalGas denies that Complainant's gas service remains disconnected. SoCalGas's records indicate that gas service at the service address was restored on April 1, 2026 and is currently connected. However, because Complainant refused to allow SoCalGas's technician into her home to perform a mandatory appliance safety check, SoCalGas installed an isolation valve on Complainant's gas meter. The Complainant was advised that gas service had been restored only up to the closed valve and was advised that a qualified professional should open the valve and restore service beyond that point. Complainant acknowledged the explanation

and signed a Notice of Hazardous Conditions/Notice of Unsatisfactory Conditions (also known as Form 1813).⁸

B. Response to Formal Complaint Form Section G

SoCalGas respectfully disagrees with Complainant's statements set forth in the section labeled "Restitution / make-whole for damages." Complainant alleges, "Under Pub. Util. Code § 451 and D.20-06-003, SoCalGas should void the unsubstantiated \$5,290.18 balance from unauthorized AMP transactions, refund the \$3,152.05 AMP credit differential, reverse the \$16.00 reconnection fee, and reimburse all documented out-of-pocket disconnection costs."⁹ However, the outstanding \$5,290.18 balance reflects valid charges for natural gas service rendered and remains the responsibility of the account holder, which includes the \$3,152.05 AMP credit differential that she is not entitled to because she missed two consecutive payments. Importantly, Complainant is currently eligible to enroll in the AMP program, which provides an opportunity for Complainant to receive forgiveness of eligible past-due balances while maintaining compliance with the program's requirements and remaining current on ongoing monthly charges. Also, as noted below, Complainant was not charged a \$16 reconnection fee.

SoCalGas further respectfully disagrees with Complainant's statements set forth in the section "Records-Production of Bills and meter reads." Complainant states that "SoCalGas should produce complete billing, meter-read, and AMP enrollment and transaction records, including 7 years of itemized statements for all accounts tied to Complainant and the service address, per the Commission's authority (Pub. Util. Code §§ 314, 581; General Order (GO) 28) to permit reconciliation."¹⁰ SoCalGas sent Complainant a letter dated August 28, 2025,¹¹ which noted that a comprehensive review of her account was completed, including billing records, meter readings and usage history associated with her service.

SoCalGas respectfully disagrees with Complainant's statements set forth in the section entitled "Accountability/Penalties." Complainant states that "SoCalGas should be held accountable for its unlawful acts, including civil penalties under Pub. Util. Code § 2107 (\$500 to

⁸ Sample Form 1813-W (12/96), *available at*: <https://tariffsprd.socalgas.com/view/tariff/?utilId=SCG&bookId=GAS&tarfKey=233>.

⁹ Complaint at 2, Section G(4).

¹⁰ *Id.*

¹¹ Exhibit IV – IC 693785 – SoCalGas Letter dated August 28, 2025.

\$100,000 per offense), with each day a separate offense under § 2108, and the Commission should order all further relief needed to remediate the harm to complainant.”¹² As a starting point, Complainant would not be entitled to any penalties under Pub. Util. Code § 2107 because those penalties are in favor of ratepayers, not complainants.

Furthermore, SoCalGas did not engage in any “unlawful acts” warranting penalties. Throughout its interactions with Complainant, SoCalGas has consistently made good-faith efforts to assist her by providing payment extensions and offering available customer assistance programs designed to help maintain gas service and prevent service interruptions. Despite multiple payment arrangements offered by SoCalGas, Complainant has been unable to successfully fulfill the terms of those arrangements. Consequently, the outstanding amounts have continued to carry forward, resulting in the accumulation of past-due charges on the Account. For this reason, SoCalGas respectfully requests that Complainant’s requested relief be denied. SoCalGas has acted reasonably, consistently, and in good faith in its ongoing efforts to assist Complainant and maintain service in accordance with applicable policies and procedures.

C. Response to Exhibit A – “Statement of Facts and Chronology”

Complainant identifies a series of dates and events that she contends demonstrate that SoCalGas improperly billed her Account. SoCalGas disagrees with this characterization. The Account records and billing history show that the charges assessed to the Account were calculated and applied in accordance with applicable tariffs, program requirements, and standard billing practices. The dates and events cited by Complainant do not establish improper billing and, in several instances, omit relevant facts necessary to provide a complete understanding of the Account history. SoCalGas respectfully disputes the allegations and assertions contained in the Complaint’s Exhibit A – Statement and Facts and Chronology.

Complainant alleges that on July 24, 2025, “SoCalGas issues disconnection notice. Minimum payment of \$5,211.69 required before 5:00pm on July 30, 2025. Total balance demanded: \$5,360.54 (comprising \$5,211.69 by July 30 and \$148.85 by August 4, 2025). Complainant disputes entire balance as lacking documentation.”¹³ Complainant’s statement omits a material fact regarding the outstanding balance of \$5,211.69. This amount includes a

¹² Complaint at 2, Section G(4).

¹³ *Id.*, Exhibit A.

debit to her Account for \$4,412.84, which is the unforgiven debt balance that was reinstated to Complainant's Account on May 2, 2025 upon her removal from the AMP program due to noncompliance, as described above.¹⁴ Complainant enrolled in the AMP program in August 2024, with her first payment due September 2024. Pursuant to the AMP program requirements, participants must remain current by making all 12 monthly payments in full and on time. SoCalGas's records show that Complainant made five consecutive payments from September 2024 to January 2025. However, the March 2025 payment of \$200.70, which was intended to satisfy the February billing period, was subsequently returned due to a bad check. Furthermore, no payments were received for the March or April billing periods. As a result of this noncompliance, Complainant's participation in the AMP program was terminated in accordance with the program's requirements, and the balance of \$4,412.84 was reinstated back to her account on May 2, 2025.

On May 14, 2025, Complainant contacted SoCalGas and utilized the automated telephone system to obtain a payment arrangement, requiring a payment of \$382.21 no later than June 5, 2025. However, SoCalGas's records indicate that Complainant failed to make the required payment by June 5, 2025. This interaction demonstrates that Complainant was aware of the outstanding balance on her Account and understood that payment, or the establishment of a payment arrangement, was necessary to avoid potential service interruption. Complainant's decision to request a payment arrangement further evidences her awareness of the delinquent balance and her obligation to address the Account's past-due status. Complainant's failure to make the required payment demonstrates noncompliance with the agreed-upon payment obligation she made and contributes to the outstanding balance. Complainant subsequently made a payment of \$148.85 on July 31, 2025. No payment was received in August 2025. On September 29, 2025, Complainant made a payment of \$215.15 through SoCalGas's "My Account" portal. Complainant's account history reflects a broader and well-documented pattern of inconsistent payment activity and repeated noncompliance with both approved payment arrangements and the requirements of the AMP program. As a result, unpaid charges continued to accrue on the Account, leading to an increase in the outstanding balance.

¹⁴ Exhibit V – SoCalGas Bill – July 2025.

Furthermore, Complainant's Account history demonstrates that Complainant is, and always has been, aware of her past-due balance and of her obligation to either make timely payments or contact SoCalGas to establish a payment arrangement in order to avoid potential service interruption. Despite this awareness and the opportunities provided to address the past due balance, Complainant has repeatedly failed to maintain compliance with payment commitments and program requirements.

D. Response to Exhibit B – “Billing Anomalies and Document Violations”

SoCalGas respectfully disputes the alleged “billing violation and anomalies” Complainant describes in Exhibit B.

1. ID 1 – “Billing 4x Above Baseline with No Usage Explanation”

Complainant alleges that SoCalGas “has been billing an average of approximately \$650/month,” which is “4x” her purported monthly gas usage baseline.¹⁵ Complainant asserts that her historical gas bills averaged approximately \$150 per month and later increased substantially. However, Complainant's calculation of her monthly average fails to distinguish between her current billing period charges and the cumulative unpaid outstanding balance on her Account, resulting in an inflated monthly average figure. SoCalGas's records demonstrate that the Account's balance reflected not only current monthly gas charges, but also unpaid prior balances and the reinstatement of arrearages following Complainant's termination from the AMP. As a result, Complainant's comparison does not support the conclusion that SoCalGas improperly billed the account.

2. ID 2 – “Zero Records Produced – 7 Year Disputed Period”

Complainant asserts that the billed charges are not supported by adequate documentation.¹⁶ SoCalGas disagrees. On April 15, 2026, SoCalGas submitted its response to Complainant's Informal Complaint.¹⁷ That response included a Statement of Account dating back to September 7, 2021, which represents the earliest Account information available in SoCalGas's records. In addition, SoCalGas provided a recap of meter readings covering the

¹⁵ Complaint, Exhibit B.

¹⁶ *Id.*

¹⁷ Exhibit IV - IC 693785 – SoCalGas Letter dated August 28, 2025.

period September 10, 2021 to April 13, 2026, as well as a detailed usage history for the Account. Ultimately, the Commission’s Consumer Affairs Branch (CAB) ruled in SoCalGas’s favor.

3. ID 3 – “Estimated Meter Reads Admitted”

Complainant alleges that SoCalGas improperly relied on estimated meter readings and that Customer Service Representatives characterized the billed meter reads as “estimated and fraudulent.”¹⁸ SoCalGas denies these allegations. Complainant does not identify the specific billing periods at issue, nor provides any evidence that a SoCalGas representative described the charges as “fraudulent” or that any estimated meter readings resulted in inaccurate billing.

Estimated reads are a standard utility billing practice used when an actual meter read cannot be obtained. Any estimated consumption is subject to subsequent adjustment when an actual meter reading is obtained, so that customers are billed for their actual gas usage in accordance with applicable tariff provisions.

The residence at 325 Emerald Drive in Lake Arrowhead is equipped with an Advanced Meter (AM) communication device, which records and transmits gas usage data electronically to SoCalGas Customer Service and Billing Centers. This technology also allows SoCalGas to analyze daily and hourly consumption patterns. To promote the accuracy of this data, the AM device securely encrypts and transmits usage information through a dedicated network. SoCalGas continuously monitors the system and applies advanced analytics to detect any anomalies, helping verify that the readings are both reliable and precise.

Additionally, SoCalGas conducts regular Meter Set Assembly (MSA) inspections to promote the safety and integrity of the natural gas system. These inspections are carried out by specially trained and Operator Qualified technicians. With the implementation of AM, SoCalGas technicians visit customer premises approximately every three years to inspect the meter set for signs of corrosion, leaks, and other safety concerns. This proactive approach helps maintain system reliability and customer safety. An MSA inspection was completed at the Service Address on April 22, 2025 by a qualified technician to promote the safety and integrity of the meter and associated equipment. The inspection confirmed that all components were operating safely and as intended, and no issues were found.

¹⁸ Complaint, Exhibit B.

4. ID 4 – “Disconnection of Disabled Customer at Mountain Property”

SoCalGas respectfully disagrees with Complainant’s allegation that the March 12, 2026 service disconnection violated CPUC requirements or SoCalGas’s tariff provisions. Complainant alleges that gas service was disconnected at a mountain residence occupied by a permanently disabled individual and that CPUC GO 103-D and SoCalGas’s tariff provisions categorically prohibited the disconnection.¹⁹ However, a disability or a residence at a higher elevation do not, by themselves, prohibit service disconnection for nonpayment. Rather, applicable CPUC regulations and tariff provisions require customers seeking medical-related disconnection protections to satisfy specified eligibility requirements.

SoCalGas maintains that it followed its established collection and notification procedures prior to the disconnection and afforded Complainant multiple opportunities to avoid interruption of service. To the extent Complainant contends that disconnection was “especially dangerous” due to medical circumstances, SoCalGas is unaware of any evidence demonstrating that it improperly disregarded a qualifying medical certification or other documentation that would have prohibited disconnection under applicable rules. If such documentation existed, SoCalGas would evaluate it in accordance with its tariffs, CPUC requirements, and customer protection procedures. SoCalGas’s records (*see* Figure 1 and Figure 2 below) indicate that Medical Baseline application forms were mailed to Complainant on August 30, 2024, and again on March 17, 2026. However, as of the date of this response, SoCalGas has not received a complete application verifying Complainant’s disability status and eligibility for Medical Baseline-related protections.

¹⁹ Complaint, Exhibit B.

Figure 1 – SoCalGas Bill Account History (August 30, 2024)

Folder History						
* Proc Date	Description	By	Status	Eff Date	Additional	
03/18/2025	AMP MISSED PYMT NTC	E07568BC		03/18/2025	TEXT SENT	
* 01/31/2025	MEMO 1808643465	SYSTEM	EXPIRED	01/31/2025	DELETED	
* 01/17/2025	MEMO 0310344436	SYSTEM	EXPIRED	01/17/2025	DELETED	
* 01/16/2025	MEMO 0041342271	SYSTEM	EXPIRED	01/16/2025	DELETED	
* 12/19/2024	MEMO 1419637282	SYSTEM	EXPIRED	12/19/2024	DELETED	
* 12/19/2024	MEMO 1415935931	SYSTEM	EXPIRED	12/19/2024	DELETED	
11/30/2024	BEHAVIOR SCORE	SYSTEM		11/30/2024	CHANGED	
11/27/2024	BILL REMINDER	SYSTEM		11/27/2024	BILL REM	
11/13/2024	MINIMUM COLLECTION	SYSTEM		11/13/2024	CHANGED	
10/25/2024	BILL REMINDER	SYSTEM		10/25/2024	BILL REM	
09/30/2024	BEHAVIOR SCORE	SYSTEM		09/30/2024	CHANGED	
09/12/2024	MINIMUM COLLECTION	SYSTEM		09/12/2024	CHANGED	
08/31/2024	BEHAVIOR SCORE	SYSTEM		08/31/2024	CHANGED	
08/30/2024	ORD CALL	SYSTEM		08/30/2024	UNSUCCESS	
08/30/2024	REMOTE MESSAGE SENT	TPDXV		08/30/2024	MEDICAL	
* 08/29/2024	OVERDUE PAYMENT NTC	SYSTEM	MAILED	08/14/2024	WRITTEN	
08/29/2024	48HR EMAIL SENT	CIS		08/30/2024	admin@lo	

Figure 2 – SoCalGas Bill Account History (March 17, 2026)

Folder History						
* Proc Date	Description	By	Status	Eff Date	Additional	
* 03/23/2026	PAYMENT EXTENSION	SYSTEM	CANCELLED	03/23/2026	PP ACCEP	
* 03/23/2026	CAI Order 1241469795	TP14SXX	COMPLETE	03/23/2026	DELIA LO	
03/23/2026	Letter Generated	TP14SXX			LTR13B -	
03/23/2026	SOA Print Request	TP14SXX			02/10/20	
03/17/2026	REMOTE MESSAGE SENT	TP7AAG		03/17/2026	MEDICAL	
03/14/2026	SOA Print Request	TP1ACL			03/15/20	
03/14/2026	Duplicate Bill Req.	TPTVH		03/14/2026	FOR BILL	
* 03/13/2026	COLLECT OR CLOSE	SYSTEM	COMPLETED-F	03/12/2026		
03/04/2026	48 HR MAIL NOTICE	SYSTEM		03/05/2026	MAILED	
03/04/2026	ORD CALL	SYSTEM		03/04/2026	UNSUCCESS	
* 03/03/2026	OVERDUE PAYMENT NTC	SYSTEM	MAILED	02/13/2026	WRITTEN	
03/03/2026	48HR EMAIL SENT	CIS		03/04/2026	admin@lo	
* 03/02/2026	MEMO 2104529474	SYSTEM	EXPIRED	03/02/2026	DELETED	
* 02/17/2026	MEMO 0800228749	SYSTEM	EXPIRED	02/17/2026	DELETED	
01/31/2026	BEHAVIOR SCORE	SYSTEM		01/31/2026	CHANGED	
* 01/16/2026	COLLECT OR CLOSE	SYSTEM	COMPLETED -	01/13/2026	WRITTEN	
01/05/2026	48 HR MAIL NOTICE	SYSTEM		01/06/2026	MAILED	

5. ID 5 – “Refusal to Provide Records – Unlawful Subpoena Claim”²⁰

Complainant’s allegations relate to communications between Complainant and the CPUC’s CAB staff regarding the availability of documents from the CAB proceeding, which are not within SoCalGas’s control or authority. Accordingly, SoCalGas is not in a position to verify or comment on any guidance that may have been provided by CAB staff concerning the procedures for obtaining records maintained by the CPUC.

²⁰ *Id.*

In response to Complainant's concerns, SoCalGas has previously furnished account information and supporting records as appropriate. Moreover, Complainant has not identified any specific SoCalGas billing record or account document that was requested from SoCalGas and improperly withheld. SoCalGas denies any allegation that it obstructed Complainant's access to billing records or account documentation and Complainant provides no evidence demonstrating that SoCalGas failed to provide records to which Complainant was entitled.

6. ID 6 – “Abuse of Confidentiality Process (D.17-09-023)”²¹

SoCalGas respectfully disagrees with Complainant's characterization of SoCalGas's actions in connection with the CAB proceeding. Any confidentiality designations asserted by SoCalGas were made in accordance with applicable Commission decisions, rules, and privacy obligations, and were intended to protect sensitive personal, customer, and employee information from unauthorized disclosure. The Declaration of Michelle M. Sim referenced by Complainant was submitted for the purpose of safeguarding confidential information, including personally identifiable information of customers and employees, consistent with SoCalGas's legal and regulatory obligations. The use of confidentiality protections does not constitute an attempt to conceal relevant facts, impede review of a complaint, or prevent a customer from understanding the basis for SoCalGas's actions.

Furthermore, Complainant has not identified any relevant and non-confidential evidence that was withheld from her or demonstrated how any confidentiality designation prevented her from presenting her claims or responding to SoCalGas's position. To the contrary, SoCalGas has provided information regarding Complainant's Account, billing history, payment activity, usage records, and other relevant account details throughout the course of the dispute resolution process and this proceeding.

7. ID 7 – “CAB Closure Despite ‘Utility Not in Agreement’ Resolution”²²

SoCalGas respectfully disagrees with Complainant's characterization of the outcome of IC No. 693785. Complainant's allegations relate to CAB's actions, which are not within SoCalGas's control or authority. The determination reached by CAB, including the manner in

²¹ *Id.*

²² *Id.*

which the complaint was closed and the disposition assigned to the matter, was made by CAB and not by SoCalGas.

Furthermore, on March 16, 2026 Complaint filed IC 722054 against SoCalGas, alleging that SoCalGas unlawfully disconnected her gas service to a disabled residential customer, despite payment of her current bill and without following Rule 9 disconnection procedures. Complaint further disputed an approximate \$5,290 balance, alleging fraudulent or anomalous billing that includes a reversal of an AMP credit. On April 16, 2026, the CAB disposed of such complaint in SoCalGas's favor.

E. Response to Exhibit C – “Financial Summary: Damages and Relief”

1. “Part 1 – Three Core Remedies Sought”

a. Remedy No. 1: “Produce Bills, All SoCalGas Accounts”²³

SoCalGas is not opposed to providing non-privileged account records pursuant to the Commission's requirements and applicable discovery procedures. As noted throughout this response, SoCalGas maintains billing records, meter reading history, account statements, and usage information relating to Complainant's Account. To the extent required by the Commission, SoCalGas will comply with any applicable order regarding the production of records, up to 3 years. However, SoCalGas disagrees with Complainant's characterization that the Account records are incomplete, inaccurate, or otherwise insufficient to support the bills issued to the Account.

b. Remedy No. 2: “Reinstate Gas Service at Zero or Verified Balance”²⁴

SoCalGas respectfully disagrees with the requested relief and denies that there is any basis to eliminate or reduce the outstanding balance on the Account as requested by Complainant. SoCalGas's records demonstrate that the charges billed to the account were properly assessed in accordance with applicable tariffs and billing procedures. Complainant has not presented evidence establishing that the outstanding balance is unsupported by actual usage or otherwise incorrectly billed. Complainant has not demonstrated that any portion of the

²³ Complaint, Exhibit C.

²⁴ *Id.*

outstanding balance resulted in an overbilling. Accordingly, SoCalGas respectfully submits that there is no basis to reverse the disputed charges or cancel the outstanding balance.

Furthermore, service has been reinstated at the service address since April 1, 2026. The prior service disconnection resulted from the continued existence of a substantial past-due balance and was conducted in accordance with applicable rules governing collection activities and service termination.

c. Remedy No. 3: “Compensate Disabled Claimant for Harm and Loss of Use”²⁵

SoCalGas respectfully disagrees that Complainant is entitled to compensation for any alleged physical injury, emotional distress, loss of use, financial harm, or other damage alleged in the Complaint. Complainant has not established that SoCalGas violated any applicable tariff, statute, regulation, or Commission requirement, nor has she demonstrated that any actions taken by SoCalGas were unlawful or unreasonable.

Instead, the evidence demonstrates that SoCalGas acted in accordance with applicable tariffs, customer-assistance program requirements, collection practices, and service restoration procedures. SoCalGas made multiple efforts to assist Complainant through payment arrangements and enrollment opportunities under the AMP program. SoCalGas also attempted to restore service at the service address within 3 days of disconnection on March 15, 2026, but was denied access to the property to restore service. Complainant called SoCalGas’s customer contact center (CCC), repeatedly requesting changes to the service restoration date (on March 16th, March 17th, March 19th, and March 23rd) due to her scheduling conflicts, which resulted in delays to the restoration process. Furthermore, it is beyond the Commission’s authority to award monetary damages.²⁶ SoCalGas respectfully submits that the requested compensation be denied as a matter of law.

²⁵ *Id.*

²⁶ See C.18-12-004, Presiding Officer’s Decision Dismissing Complaint (January 7, 2020) at 12-17 (providing overview of long-standing rule that it is not within the Commission’s power to grant monetary relief), *available at*: <https://docs.cpuc.ca.gov/PublishedDocs/Efile/G000/M323/K764/323764303.PDF>.

2. “Part 2 – Relief Requested: Substantiated Itemized Damages”

a. “Immediate relief: restore gas service and zero the fraudulent AMP balance”²⁷

SoCalGas respectfully disagrees with Complainant’s assertion that the outstanding balance is fraudulent, unenforceable, or the result of unauthorized manipulation of the AMP program. As explained above, the Account’s outstanding balance reflects Complainant’s unpaid bills which include the reinstatement of arrearages following Complainant’s termination from the AMP program as well as subsequent missed monthly payments. SoCalGas’s records demonstrate that Complainant voluntarily enrolled in AMP and was advised of the program’s terms and conditions, including the requirement to make timely monthly payments to maintain eligibility for debt forgiveness.

b. “Reconnection Fee Reversal”²⁸

SoCalGas respectfully disagrees with Complainant’s request for reversal of a reconnection fee. Complainant did not pay a reconnection fee, nor did she make any payment toward the past-due balance when SoCalGas processed her back-on order on March 14, 2026 to restore gas service. In addition, SoCalGas has not assessed reconnection fees to customers since 2020. Accordingly, because no reconnection fee was charged or paid, there is no basis for the requested reversal.

c. “Out-of-pocket costs from illegal disconnection”²⁹

SoCalGas respectfully denies that it is liable for the alleged out-of-pocket expenses claimed by Complainant. Complainant has not provided evidence demonstrating that the claimed costs were caused by any wrongful act or omission by SoCalGas. SoCalGas’s records indicate that the service interruption resulted from a substantial past-due account balance and that SoCalGas acted in accordance with applicable tariffs, policies, and regulatory requirements. In addition, SoCalGas made reasonable efforts to work with Complainant regarding payment options, assistance programs, and service restoration. Furthermore, as noted above, the

²⁷ Complaint, Exhibit C.

²⁸ *Id.*

²⁹ *Id.*

Commission cannot award monetary damages.³⁰ SoCalGas therefore respectfully submits that the requested reimbursement is unsupported by the facts and should be denied.

d. “AMP Credit not fully returned (\$7,564.89 less \$4,412.84)”³¹

SoCalGas respectfully disagrees with Complainant’s characterization of the AMP credit transactions. Complainant asserts that a portion of a previously applied AMP credit was not returned or accounted for. However, SoCalGas’s records reflect that all AMP-related credits and reversals were processed in accordance with program rules and accurately reflected on the Account. Any differences identified by Complainant result from a misunderstanding of how AMP credits, conditional debt forgiveness, and subsequent reinstatements are applied when a participant fails to satisfy program requirements.

e. “Illegal disconnection of a disabled person in winter”³²

SoCalGas respectfully denies Complainant’s allegation that the service interruption was unlawful or that it violated any statute, tariff, or Commission requirement. SoCalGas’s records indicate that the service interruption occurred only after the Account accrued a substantial past-due balance and after applicable collection efforts were undertaken. In addition, SoCalGas’s records reflect that Medical Baseline applications were previously provided to Complainant but no completed application was received by SoCalGas prior to the service interruption. Therefore, SoCalGas does not have any record of Complainant’s disability, and Complainant has not established that SoCalGas violated any customer protection requirements or that SoCalGas acted improperly with regard to applicable tariffs and regulations. Accordingly, SoCalGas respectfully submits that there is no basis for the extraordinary statutory penalties, and the requested penalty should be denied.

³⁰ See C.18-12-004, Presiding Officer’s Decision Dismissing Complaint at 12-13 (ruling that it is not within the Commission’s power to grant monetary relief).

³¹ Complaint, Exhibit C.

³² *Id.*

f. “Violation of disconnection notice and payment-arrangement rules”³³

SoCalGas respectfully disagrees with Complainant’s assertion that SoCalGas failed to comply with applicable notice or payment arrangement requirements. SoCalGas’s records demonstrate that Complainant was notified of her delinquent account status and was aware of the outstanding balance payment requirements and the need to follow up and make payment arrangements on her past due balance. Complainant has not provided evidence demonstrating that SoCalGas failed to satisfy any applicable notice requirement or improperly denied an available payment arrangement. Accordingly, SoCalGas respectfully submits that this claim is without merit and that the requested penalty should be denied.

g. “Unauthorized AMP enrollment and fraudulent balance creation”³⁴

SoCalGas strongly disputes the allegation that Complainant was enrolled in the AMP without authorization or that the outstanding balance resulted from fraudulent activity. SoCalGas’s records demonstrate that Complainant called SoCalGas on August 30, 2024, spoke to a CSR, and voluntarily enrolled in the AMP program. Complainant’s failure to satisfy the program’s ongoing requirements resulted in the termination of participation on May 2, 2025. Subsequently, on May 14, 2025, Complainant contacted SoCalGas and utilized the automated telephone system to obtain a payment arrangement requiring a payment of \$382.21 by June 5, 2025. Complainant’s self-enrollment and completion of this transaction through the automated system shows that she actively initiated a payment arrangement to avoid an interruption of service. However, SoCalGas’s records indicate that Complainant failed to make the required payment by June 5, 2025. This interaction demonstrates that Complainant was aware of the outstanding balance on her Account and understood that payment, or the establishment of a payment arrangement, was necessary to avoid potential service interruption. Complainant’s decision to request a payment arrangement further evidences her awareness of the delinquent balance and her obligation to address the Account’s past-due status. Accordingly, there is no basis for the requested penalty.

³³ *Id.*

³⁴ *Id.*

h. “Failure to apply disabled-customer protections”³⁵

SoCalGas respectfully disagrees with Complainant’s allegation that SoCalGas failed to apply applicable customer protections prior to the service interruption. SoCalGas’s records indicate that it provided Complainant with information regarding available customer assistance programs and mailed Medical Baseline application forms to Complainant on August 30, 2024, and again on March 17, 2026.

SoCalGas Tariff Rule No. 09 provides: “Where the Utility is aware that there is a handicapped* residential customer, the Utility shall provide at least 48 hours notice by telephone or by visit; however, if personal contact cannot be made, a notice shall be posted in a conspicuous location at the service address at least 48 hours prior to termination.”³⁶ The asterisk provides: “Certification from a licensed physician, public health nurse, or social worker may be required by the Utility.”³⁷ SoCalGas requires a certification to be on file (Medical Baseline documentation) and Complainant does not have any certification on file. Accordingly, SoCalGas respectfully submits that the allegation is unsupported and that there is no basis for the requested penalty.

i. “Records denial and failure to produce AMP documentation”³⁸

SoCalGas respectfully disagrees with Complainant’s contention that SoCalGas’s records were improperly withheld. Complainant has not established that SoCalGas unlawfully withheld records or failed to comply with any applicable obligation to provide information. Accordingly, there is no basis for the requested penalty.

j. “Health and safety endangerment of a disabled person”³⁹

SoCalGas respectfully denies the allegation that it endangered Complainant’s health or safety or otherwise engaged in conduct warranting enhanced penalties. At all relevant times, SoCalGas acted in accordance with applicable tariffs, policies, and regulatory requirements. SoCalGas also made reasonable efforts to work with Complainant regarding payment

³⁵ *Id.*

³⁶ Exhibit III – SoCalGas Rule No. 09.

³⁷ *Id.*

³⁸ Complaint, Exhibit C.

³⁹ *Id.*

arrangements, assistance programs, and service restoration. Therefore, SoCalGas respectfully submits that this claim should be denied.

F. Response to Exhibits D – H

Complainant's Exhibits D – H largely restate the same allegations, arguments, and underlying issues presented in complainant's Exhibits A – C. The matters raised in these exhibits are substantially duplicative and do not introduce new evidence or claims and do not warrant a separate response. Accordingly, SoCalGas incorporates by reference its responses to Sections F and G on the Formal Complaint Form and Exhibits A – C, which fully address the allegations repeated throughout Exhibits D – H.

III. DEFECTS IN THE COMPLAINT WHICH REQUIRE AMENDMENT OR CLARIFICATION

SoCalGas is not aware of any defects in the Complaint that require amendment or clarification.

IV. COMMENTS OR OBJECTIONS ON THE NEED FOR HEARING, ISSUES TO BE CONSIDERED, AND PROPOSED SCHEDULE

SoCalGas does not believe hearings are necessary. Complainant's factual allegations are based on three main categories: (1) past-due balances largely stemming from a reinstituted balance for her failure to comply with AMP requirements, (2) disconnection of service for failure to pay, and (3) not submitting any documentation supporting her disability status. The disputed material issues can be addressed through declarations and other written submissions rather than evidentiary hearings. Her demand for monetary damages exceeds the Commission's authority and jurisdiction. SoCalGas plans to file a motion for summary judgment and/or adjudication of issues.

V. AFFIRMATIVE DEFENSES

A. First Affirmative Defense – Failure to State a Cause of Action

Complainant failed to state facts sufficient to constitute a cause of action against SoCalGas.

B. Second Affirmative Defense – Compliance with All Applicable Tariffs, Rules, Regulations, and Laws

Complainant is barred from recovery because at all relevant times SoCalGas complied with all applicable tariffs, rules, regulations, and laws.

C. Third Affirmative Defense – Consent

Complainant and/or Complainant's agent(s) consented to and approved all of the acts and omissions of which it now complains. Accordingly, Complainant is barred from pursuing this action.

D. Fourth Affirmative Defense – Lack of Damages

Complainant is not entitled to recover damages because she has not suffered any harm or damages that can be attributed to SoCalGas.

E. Fifth Affirmative Defense – Lack of Jurisdiction

Even if Complainant's allegations are true, Complainant is not entitled to monetary damages because they fall outside of the Commission's jurisdiction.

F. Sixth Affirmative Defense – Mootness

Complainant's allegations are duplicative of those addressed through the Informal Complaint process, where the CAB determined SoCalGas did not violate any Commission rules or regulations. Because the Complaint does not raise new issues, they have already been litigated, and the Complaint is moot.

G. Seventh Affirmative Defense – Affirmative Allegations

SoCalGas re-alleges and incorporates herein each and every one of its affirmative allegations set forth above.

H. Eighth Affirmative Defense – Reservation of Affirmative Defenses

SoCalGas has not completed its investigation and discovery regarding the facts and claims asserted by Complainant. Accordingly, SoCalGas reserves the right to assert additional affirmative defenses or to supplement the factual or legal bases for the pleaded affirmative defenses as necessary based on its ongoing investigation and discovery.

WHEREFORE, SoCalGas respectfully requests that the Commission deny the relief requested by Complainant, dismiss the Complaint with prejudice, and grant such other relief as the Commission may deem just and reasonable.

Dated at Los Angeles, California, this 26th day of August 2026.

Respectfully submitted,

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

Attorney for:

SOUTHERN CALIFORNIA GAS COMPANY

555 West Fifth Street, Suite 1400, GT14G1

Los Angeles, California 90013

Telephone: (213) 231-5978

Facsimile: (213) 629-9620

E-Mail: IBautista@socalgas.com

August 26, 2026

EXHIBITS:

Exhibit I - SoCalGas Bill – January 13, 2026 – February 11, 2026.

Exhibit II - SoCalGas Rule No. 12

Exhibit III - SoCalGas Rule No. 09

Exhibit IV - IC 693785 – SoCalGas Letter dated August 28, 2025

Exhibit V - SoCalGas Bill – July 2025

VERIFICATION

I am an officer of Southern California Gas Company and am authorized to make this verification on its behalf. The statements in the foregoing Answer of Southern California Gas Company to Complaint of Delia Lovell in this proceeding, Case No. C.26-06-024, are true and accurate to the best of my knowledge, except as to those matters which are therein stated on information and belief, and as to those matters, I believe them to be true.

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

Executed on this 26th day of August 2026 at Los Angeles, California.

By  _____

Don Widjaja
Vice President Customer & Field Success
SOUTHERN CALIFORNIA GAS COMPANY
555 W. 5th Street, GT14D6
Los Angeles, California 90013-1034
E-mail: Dwidjaja@socalgas.com

EXHIBIT I



ACCOUNT NUMBER 036 522 1706 2
SERVICE FOR
DELIA LOVELL
325 EMERALD DR
LK ARROWHEAD CA 92352

DATE MAILED Feb 13, 2026

Page 1 of 3

1-800-427-2200 English
1-800-342-4545 Español
1-800-252-0259 TTY

M-F, 7am-8pm Sat, 7am-6pm
24 Hour Emergency Services Available

socalgas.com

H

SoCalGas - Exhibit I



Account Past Due

Past Due Payment Notice

To avoid disconnection of your service, a minimum payment of \$5,471.73 must be received before 5pm on March 3, 2026.

In case of disconnection for nonpayment, you will need to pay \$5,471.73.

Service may not be restored on the day your payment is received. Our field personnel can only accept credit card payments when visiting customers for collection orders.

To find out more about the availability of financial assistance programs, or to see if you qualify for Past Due Bill Forgiveness through our Arrearage Management Plan, please visit www.socalgas.com/assistance.



You are currently receiving the CARE discount. The discount now appears as a separate credit on your bill.

Account Summary

Amount of Last Bill	\$5,471.73
Payment Received	- .00
Current Charges	+ 181.55
Total Amount Due	\$5,653.28

Current Charges

Rate: GR - Residential Climate Zone: 3 Baseline Allowance: 75 Therms
Meter Number: 13557249 (Next scheduled read date Mar 13 2026) Cycle: 9

(Continued on next page)

To avoid disconnect, \$5,471.73 must be received by Mar 3, 2026

Payment Options \$

Online: Register or sign into MyAccount at myaccount.socalgas.com (Active accounts only).

Home banking: Pay through your banking institution.

Direct Debit: Print application at socalgas.com or call 1-800-427-2200 for an application by mail.

Pay by Phone: If already enrolled, call 1-800-427-2700 to authorize a payment.

By Mail: Mail your check or money order, along with the payment stub in the enclosed envelope.

Credit/Debit Cards or Electronic Check: Accepts all major credit/debit cards or electronic check. A \$1.50 convenience fee applies. Contact BillMatrix at 1-800-232-6629 or visit socalgas.com.

In Person: Visit socalgas.com/PaymentLocations

Bill Tracker Alerts can help you monitor your natural gas usage, take steps to reduce energy, and avoid surprises on your monthly bill. Learn more at socalgas.com/MyAccount and sign up today!

Safe, reliable service from SoCalGas requires safe access to customer property for scheduled and unscheduled work. Awareness keeps us safer together! Learn more: socalgas.com/SafeAccess

PLEASE KEEP THIS PORTION FOR YOUR RECORDS. (FAVOR DE GUARDAR ESTA PARTE PARA SUS REGISTROS.)

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT. (FAVOR DE DEVOLVER ESTA PARTE CON SU PAGO.)

Save Paper &
Postage

PAY ONLINE
socalgas.com

ACCOUNT NUMBER
036 522 1706 2



DELIA LOVELL
LOVELL INVESTMENT TRUST LLC
325 EMERALD DR
LK ARROWHEAD CA 92352

	DUE BY	AMOUNT DUE
Previous Balance	Mar 3	\$5,471.73
Current Charges	Mar 6	\$181.55
Total Amount Due		\$5,653.28

Please enter amount enclosed.

\$

ACCOUNT PAST DUE

To avoid disconnect
\$5,471.73 must be received
before 5pm Mar 3, 2026

Write account number on check and
make payable to SoCalGas.

SoCalGas
PO BOX C
MONTEREY PARK CA 91756-5111

80 0365221706 00565328 24

0365221706 0001815524

CY 097706 0396



ACCOUNT NUMBER 036 522 1706 2

AMOUNT DUE

\$5,653.28

Request a large print bill:
1-877-238-0092

DATE MAILED Feb 13, 2026

Page 2 of 3

1-800-427-2200 English**1-800-342-4545 Español****1-800-252-0259 TTY**

M-F, 7am-8pm Sat, 7am-6pm

24 Hour Emergency Services Available

socalgas.com

Billing Period	Days	Meter Number	Current Reading	- Previous Reading	= Difference	x Billing Factor	x BTU Factor	= Total Therms
01/13/26 - 02/11/26	29	13557249	3593	3456	137	0.841	1.010	116

GAS CHARGES

Amount(\$)

Customer Charge 29 Days x \$.16438 4.77

Gas Transportation (Details below) 116 Therms

	Baseline	Over Baseline
Therms used	75	41
Rate/Therm	\$1.10786	\$1.59986
Charge	\$83.09	+ \$65.59

= 148.68

Gas Commodity 116 Therms x \$.51872 60.17

Transportation Charge Adj 116 Therms x \$.00000 .00

CARE Program Discount -42.72

Total Gas Charges \$170.90

SoCalGas' gas commodity cost per therm for your billing period:

Feb. \$.55523 Jan \$.49641

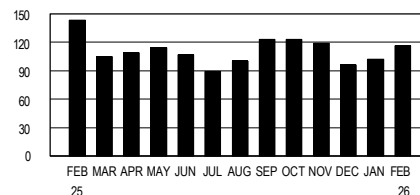
TAXES & FEES ON GAS CHARGES

Amount(\$)

State Regulatory Fee 116 Therms x \$.00350 .41

CARE Public Purpose Surcharge 116 Therms x \$.08825

10.24

Total Taxes and Fees on Gas Charges \$10.65**Total Current Charges \$181.55****Usage History (Total Therms used)**

	Feb 25	Jan 26	Feb 26
Total Therms used	143	102	116
Daily average Therms	4.9	3.2	4.0
Days in billing cycle	29	32	29

Your Usage: 116 Therms**BASELINE**

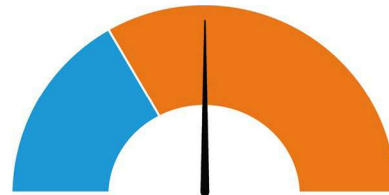
75 Therms

\$1.62658 /Therm

OVER BASELINE

41 Therms

\$2.11858 /Therm



The pricing illustrated above represents cost per therm for Baseline and Over Baseline. Actual prices may vary as some credits, discounts and taxes are not added.

SoCalGas Payment Locations**Authorized Payment Agencies** - Call the Self Service Options number 1-800-772-5050 for the addresses of payment agencies in your area or visit socalgas.com/PaymentLocations**Company Offices - Business Hours: Monday - Friday 9am - 5pm**

Alhambra, 333 E. Main St. Suite J
Anaheim, 716 S. State College Blvd.
Banning, 60 E. Ramsey St. #A
Commerce, 5708 E. Whittier Blvd.
Compton, 700 N. Long Beach Blvd.
Corona, 341 S. Lincoln Ave. #A
Covina, 932 N. Citrus Ave.
Delano, 1227 Jefferson St.
Dinuba, 239 E. Tulare St.
El Centro, 1111 W. Main St.
El Monte, 11912 Valley Blvd., Suite B
Fontana, 9781 Sierra Ave. #C
Glendale, 919 S. Central Ave. #B
Hanford, 420 N. 11th Ave. #105
Hemet, 280 E. Stetson Ave.

Hollywood, 1811 Hillhurst Ave.
Huntington Park, 5916 Pacific Blvd.
Indio, 45123 Towne Ave.
Inglewood, 3530 W. Century Blvd. Ste. 102
Lancaster, 2065 W. Avenue K
Lompoc, 128 S. "H" St.
Los Angeles, 3739 Crenshaw Blvd. #C
Los Angeles, 4619 S. Central Ave.
Los Angeles, 2522 N. Daly St.
Ontario, 962 N. Mountain Ave.
Oxnard, 1640 E. Gonzales Rd.
Pasadena, 1214 E. Green St. #102
Pomona, 196 E. 3rd St.
Porterville, 59 W. Thurman Ave.

Riverside, 7000 Indiana Ave. #105
San Bernardino, 1136 N. Mount Vernon Ave. #305
San Fernando, 444 S. Brand Blvd. Suite 101
San Luis Obispo, 2240 Emily St. Suite 140
San Pedro, 1851 N. Gaffey St. Suite A
Santa Ana, 738 S. Harbor Blvd.
Santa Barbara, 134 E. Victoria St.
Santa Fe Springs, 11516 Telegraph Rd.
Santa Maria, 550 E. Betteravia Rd. Suite B
South Gate, 3530 Tweedy Blvd.
Van Nuys, 6550 Van Nuys Blvd.
Visalia, 1305 E. Noble Ave.
Watts, 1665 E. 103rd St.

Drop Box Location

Burbank, Public Service Department,
164 W. Magnolia Blvd.

SoCalGas: Delivering affordable, clean and increasingly renewable energy to more than 21 million Californians.



AMOUNT DUE

\$5,653.28

Request a large print bill:
1-877-238-0092

1-800-427-2200 English**1-800-342-4545 Español****1-800-252-0259 TTY**

M-F, 7am-8pm Sat, 7am-6pm

24 Hour Emergency Services Available

socalgas.com

Things You Should Know About Termination of Service

Payment Arrangements - If you cannot pay this bill by the expiration date of this notice, please call us to discuss payment arrangements or to obtain information on the availability of financial assistance. If we do not offer payment arrangements and if you are still unable to pay, you may write to the California Public Utilities Commission, State Office Building, 505 Van Ness Avenue, Room 2003, San Francisco, CA 94102. To contact the California Public Utilities Commission by telephone call 1-800-649-7570 or email: consumer-affairs@cpuc.ca.gov. For the Hearing and Speech Impaired-TTY 1-800-229-6846.

You will not be required to send a deposit with your letter. Please notify your local office if you write to the Commission.

The Commission will report its resolution to you and us in writing within 10 days of receiving your letter. If the above procedure is not followed within the time limit shown, your gas may be turned off for non-payment. If your service is turned off, full payment of the bill will be required before service will be turned on.

Arrearage Management Plan (AMP) - Past due bill forgiveness may be available to eligible residential CARE customers through the Arrearage Management Plan. Qualifying customers may have 1/12th of their eligible debt forgiven every time a current bill is paid in full and on time over a period of 12 months. Specific qualifications, frequently asked questions and ways to apply can be found at www.socalgas.com/forgiveness.

Tenant Notification - When we know that residential tenants are served through a master meter, we will attempt to notify the tenants at least 15 days before the date of turn off. Tenants have the right to become our customers without paying the landlord's past due bills.

Disconnection Policy - If you have moved and have failed to pay a bill at your old address, we may turn off the gas at your new address for non-payment if that bill is not paid within 19 days of mailing to your new address.

If you have gas service at more than one address, and a bill for service at one address is not paid within 19 days of mailing, we may turn off the gas to all your addresses. We will not turn off gas to a residence for unpaid bills for other classes of service. We will not turn off your gas for non-payment if you establish to our satisfaction that such action would be especially dangerous to the health of an occupant of your home*, or that a permanent resident of your home is elderly (65 or older) or handicapped* and you are unable to pay the amount due but are willing to arrange installment payments satisfactory to us.

* We may ask for certification by a licensed physician, public health nurse or social worker.

Other Policies and Notices

Electronic Check Processing - When you pay your bill by check, you authorize us to electronically process your payment. If your check is processed electronically, your checking account may be debited on the same day we receive the check. Your check will not be returned by your bank, however, the transaction will appear on your bank statement. **If you do not wish to participate in this program, please have your account number ready and call 1-877-272-3303.**

Closing your Gas Service - We require two (2) working days and access to the meter to close your gas service.

Public Utilities Commission Notice - If you believe there is an error on your bill or have a question about your service, please call SoCalGas customer support at 1-800-427-2200. If you are not satisfied with SoCalGas response, submit a complaint to the California Public Utilities Commission (CPUC) by visiting www.cpuc.ca.gov/complaints/. Billing and service complaints are handled by the CPUC's Consumer Affairs Branch (CAB), 505 Van Ness Avenue, Room 2003, San Francisco CA 94102. Phone: 1-800-649-7570.

If you have limitations hearing or speaking, dial 711 to reach the California Relay Service, which is for those needing assistance relaying telephone conversations. Dial one of the numbers below to be routed to the California Relay Service provider in your preferred mode of communication.

California Relay Service Phone Numbers:

Type of Call	Language	Toll-Free 800 Number
TTY/VO/HCO to Voice	English	1-800-735-2929
	Spanish	1-800-855-3000
Voice to TTY/VO/HCO	English	1-800-735-2922
	Spanish	1-800-855-3000
From or to Speech-to-Speech	English & Spanish	1-800-854-7784

To avoid having service turned off while waiting for the outcome of a complaint to the CPUC specifically regarding the accuracy of your bill, please contact CAB for assistance. If your case meets the eligibility criteria, CAB will provide you instructions on how to mail a check or money order to be impounded pending resolution of your case. You must continue to pay your current charges while your complaint is under review to keep your service turned on.

Other Important Phone Numbers



For the following, call
Monday - Friday, 8 a.m. - 5 p.m.:

粵語: **1-800-427-1420**

한국어: **1-800-427-0471**

國語: **1-800-427-1429**

Tiếng Việt: **1-800-427-0478**

Self Service Options available 24

hours a day, 7 days a week **1-800-772-5050**

For information regarding payment arrangements, office locations, account balance, billing recap, duplicate bill, Residential Past Due Bill Forgiveness through the Arrearage Management Plan, and CARE applications for income qualified customers.

Contact 811 two days before digging to have utility-owned lines identified and marked. Visit **socalgas.com/811** or dial 811.

Billing Term Definitions

Baseline - Amount of gas billed at the lowest residential rate.

Billing Factor - Adjusts the amount of gas measured for differences in delivery pressure, altitude, and meter calibration.

BTU Factor - Adjusts the amount of gas measured to reflect the heating content of gas.

Climate Zone - Weather zone in which a customer lives. Colder zones receive more baseline allowance.

Gas Commodity Charge - Cost of gas purchased by SoCalGas on behalf of its customers.

Public Purpose Surcharge - Charge to fund Public Purpose Programs such as California Alternate Rates for Energy (CARE), Energy Savings Assistance Program (ESAP), energy efficiency and research and development. CARE customers pay a reduced surcharge which excludes CARE program costs.

State Regulatory Fee - A fee used to fund the California Public Utilities Commission. Each customer's fee is determined by the number of terms used.

EXHIBIT II

Rule No. 12

Sheet 1

RENDERING AND PAYMENT OF BILLS

SoCalGas - Exhibit II

A. Rendering of Bills

1. Regular Bills. Bills for gas service will be rendered monthly, or as may otherwise be provided under applicable tariff schedules, and will be based on the measured quantity of gas delivered to the customer, except as provided in Section C below and as noted in Rule No. 14, Meter Reading, Section C.
 - a. Braille Bills. At the request of the customer, the Utility will provide bills in Braille. Customers may request such format through the Customer Contact Center. After the initial call is made, future bills will be sent automatically in Braille. Braille bills only translate specific, relevant payment-related information, not all other messages or non-payment related information.
2. Electronic Bills. At the mutual option of the customer and the Utility, the customer may elect to receive, view and pay regular bills for service electronically and no longer receive the paper bills. All legal and mandated notices and all charges that would have appeared on the paper bill will be provided with the electronic bill transmittal. Even if the Utility allows bill payment using a bill aggregator or by credit/debit card, responsibility for handling complaints about the bill still resides with the Utility. Either party may discontinue electronic billing upon 30 days' notice. The Utility will not release confidential information, including financial information, to a third party without the customer's consent, unless such release is in accordance with Rule No. 42. The customer's consent shall be provided to the Utility either in writing or electronically.
 - a. The Utility will provide large print bills through its website for customers enrolled in "My Account." The Utility website will provide instructions for accessing and viewing the electronically produced bill in large font. Customers unable to access the internet or otherwise unable to view electronically presented bills may contact the Customer Contact Center for assistance.

(Continued)

(TO BE INSERTED BY UTILITY)

ADVICE LETTER NO. 5913

DECISION NO. 21-06-036

ISSUED BY

Dan Skopec

Vice President

Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)

SUBMITTED Dec 17, 2021EFFECTIVE Jan 16, 2022RESOLUTION NO. M-4842

Rule No. 12
RENDERING AND PAYMENT OF BILLS

Sheet 2

(Continued)

A. Rendering of Bills (Continued)

3. Summary Billing. Summary Billing presents bills for customers with multiple accounts in a summarized bill. A customer will receive one bill each month for such a group of accounts. This option is available to both Residential and Non-residential customers.

Customers requesting Summary Billing must have a minimum of ten accounts. In addition, customers must have demonstrated an acceptable payment record (no more than two late payments in the past 12 months on any account), their accounts must be current at the time they begin Summary Billing, and they must not have been involuntarily terminated from Summary Billing within the past 12 months.

Once a customer has been placed on Summary Billing, the customer must maintain the minimum number of accounts required and an acceptable payment record as described above in order to remain eligible for Summary Billing.

B. Payment of Bills

1. Bills Due On Presentation. Bills are due and payable upon presentation. Such bills are the first notice to the customer that the amount shown is due and payable and when not timely paid, will become past due as provided for in Rule No. 9, Discontinuance of Service. Payment must be received at the office of the Utility or, at the Utility's option, by duly authorized collectors of the Utility.
2. Closing Bills Payable on Presentation. Special bills, bills rendered on vacation of premises, or bills rendered to persons discontinuing the service shall be paid on presentation.
3. Bills for Connection or Reconnection of Service and Deposits. Bills for connection or reconnection of service and payments of deposits or for reinstatement of deposits as required under the rules of the Utility must be paid before service will be connected or reconnected.
4. Payment Options. Payments for gas service may be made using the following options: cash, check, money order, auto debit, debit card, credit card, pay-by-phone, or electronically, as defined in Rule No. 1.

The Utility is not responsible for any transfer or transaction fee by a third party vendor for their services over and above the Utility bill charged to the customer. Customers choosing to use an alternative payment method, such as a bill aggregator or financial institution, may be charged a fee by the third party.

(Continued)

(TO BE INSERTED BY UTILITY)
ADVICE LETTER NO. 5604-B
DECISION NO.

ISSUED BY
Dan Skopec
Vice President
Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)
SUBMITTED May 22, 2020
EFFECTIVE Mar 4, 2020
RESOLUTION NO. M-4842

Rule No. 12

Sheet 3

RENDERING AND PAYMENT OF BILLS

(Continued)

B. Payment of Bills (Continued)

5. Dishonored Payment. If all or any portion of the amount to be paid is not honored, the Utility may bill the unpaid amount to the applicant's subsequent service or to the customer's present service. Such applicant or customer shall be deemed to have consented to such billing. Nonpayment of the amount so billed shall constitute nonpayment of the service or billing and will be subject to the provision for discontinuance of service as set forth in Rule No. 9.

A bill paid with a check that is subsequently dishonored will be subject to a \$7.50 Returned Check Service Charge. This charge will be added to the customer's bill for each occurrence. However, if a customer's check covers payment for other utility services in addition to payment for gas service, only one Returned Check Service Charge will be added to the customer's bill for each occurrence.

The Returned Check Service Charge shall also apply to all other forms of payment that are subsequently dishonored. This charge will be added to the customer's bill for each occurrence.

6. Refunds. If all or any portion of an amount paid must be refunded by the Utility, such refund may be made at the Utility's option by check or draft, or as credit on the customer's monthly Utility bill. The Utility will not refund electronic check, debit card, or credit card, payments made through a third party.

C. Level Pay Plan

Individually metered residential customers, residential master-metered customers, and core commercial and industrial customers using less than 3,000 therms per year who wish to minimize seasonal variations in monthly bills may elect to participate in the Level Pay Plan (LPP) under the following conditions:

1. Participation is subject to approval by the Utility.
2. The LPP year begins when the first LPP billing is rendered and extends for 11 subsequent months. Eligible customers may join the LPP in any month.
3. Participants must have maintained a satisfactory payment record or shall have otherwise qualified for credit to the satisfaction of the Utility.
4. Participants must have no outstanding arrears on their account at the time their LPP starts, or agree to amortize their arrears amount.
5. Participants may voluntarily withdraw from the LPP at any time upon notice to the Utility. However, any amounts due for usage over and above the LPP amounts already paid are then due and payable in accordance with the Utility's approved tariffs. Any credit for the LPP amounts paid in excess of actual charges will be applied to the customer's next regular monthly bill or will be refunded by check if so requested by the customer.

(Continued)

(TO BE INSERTED BY UTILITY)

ADVICE LETTER NO. 5604-B

DECISION NO.

ISSUED BY

Dan Skopec

Vice President

Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)

SUBMITTED May 22, 2020EFFECTIVE Mar 4, 2020RESOLUTION NO. M-4842

Rule No. 12
RENDERING AND PAYMENT OF BILLS

Sheet 4

(Continued)

C. Level Pay Plan (Continued)

6. Participants are expected to pay the LPP amount shown due each month. Participants may be removed from the LPP if a bill containing a prior unpaid amount becomes past due as defined in Rule No. 9, Discontinuance of Service. Re-entry into the LPP will be contingent upon all past due amounts being paid.
7. The LPP amount will be one-twelfth of the annual bill, as estimated by the Utility, based on the customer's most recent 12 months billing history, or, if such billing information is not available, the available billing information for the premises will be used.
8. Participants' accounts are periodically reviewed and adjusted in order to reduce the likelihood of a large imbalance between actual charges and LPP charges.

D. Arrearage Management Plan (AMP)

Per D.20-06-003, the AMP is a debt forgiveness payment plan option available to assist CARE residential customers who meet specific eligibility criteria as described below. Upon customer enrollment in the AMP, a specific amount will be forgiven after the customer makes each on-time monthly payments.

1. AMP Eligibility and Enrollment Criteria

The AMP is available to an individually metered residential customer, enrolled in CARE. If a customer is not already enrolled, the customer must first enroll in CARE prior to participation in the AMP. An Eligible Customer may elect to participate in the AMP under the following conditions:

- a. An eligible customer has past due arrearages greater than \$250;
- b. An eligible customer has an arrearage (past due balance) at least 90 days of age or older; and
- c. An eligible customer must be a customer for at least six (6) months, with at least one (1) on-time bill payment within the last 24 months.

2. AMP Forgiveness

- a. Once an Eligible Customer is enrolled in the AMP as an AMP Participant, the Utility will suspend collection of the total outstanding balance owed by the AMP Participant at the time of enrollment;

(Continued)

(TO BE INSERTED BY UTILITY)
ADVICE LETTER NO. 5689-A
DECISION NO. 20-06-003

ISSUED BY
Dan Skopec
Vice President
Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)
SUBMITTED Sep 10, 2020
EFFECTIVE Dec 17, 2020
RESOLUTION NO. _____

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Rule No. 12

Sheet 5

RENDERING AND PAYMENT OF BILLS

(Continued)

D. Arrearage Management Plan (AMP) (Continued)

2. AMP Forgiveness (Continued)

- b. After 12 on-time payments of current month's charges for each bill issued subsequent to enrollment in the AMP, the AMP Participant's debt will be forgiven up to a maximum of \$8,000 (AMP Amount) per plan year. This is considered successful completion of the AMP;
 - i. 1/12 of the AMP Participant's total outstanding balance owed up to \$8,000 at the time of enrollment will be forgiven for each full on-time payment of the current month's charges; and
 - ii. After successful completion of the AMP, any remaining arrearage over the \$8,000 forgiven by the AMP is owed to the utility and may be eligible for a payment plan.
- c. Low Income Home Energy Assistance Program (LIHEAP) pledge payments, shall be applied towards the AMP Participant's current bill only and should not be applied to any AMP amount. If a payment is received in excess of current month's charges, the excess will be applied to future charges;
- d. An AMP Participant will receive an acknowledgment of on-time payment received at three (3), six (6), and nine (9) months of participation in the AMP;
- e. A customer can miss up to two non-sequential payments if the customer makes up the payment on the next billing due date with an on-time full payment of both current month's charges and the previous month's past-due bill;
 - i. A customer that misses two consecutive payments will be removed from the AMP;
 - ii. The remaining balance that has not been forgiven will be reinstated back to the customer's bill; and
 - iii. Any previous utility debt forgiven as part the customer's enrollment in the AMP will remain forgiven for a customer who is removed from the AMP.
- f. An AMP participant who successfully completes the program or is removed from the program for failure to make the required on-time payments can re-enroll after completing a 12-month waiting period which begins the following month after leaving the program;
 - i. Re-enrolling in the AMP requires an Eligible Customer to meet the AMP Eligibility and Enrollment Criteria;

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(TO BE INSERTED BY UTILITY)
 ADVICE LETTER NO. 6234-G
 DECISION NO. 20-06-003

ISSUED BY
Dan Skopec
 Senior Vice President
 Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)
 SUBMITTED Dec 21, 2023
 EFFECTIVE Jan 20, 2024
 RESOLUTION NO. _____

Rule No. 12

Sheet 6

RENDERING AND PAYMENT OF BILLS

(Continued)

D. Arrearage Management Plan (AMP) (Continued)

2. AMP Forgiveness (Continued)

f. (Continued);

ii. If an AMP Participant is removed from the AMP or drops out of it, the remaining arrearage will be reinstated back to the customer's bill; and

iii. Reinstated arrearages may be eligible for a payment plan.

g. Only monthly gas usage charges will be eligible for the AMP forgiveness. Other charges such as third party charges, on-bill financing, and other non-energy usage charges are not eligible for the AMP; and

h. For customers electing Core Aggregation Transportation (CAT) service, only the utility service -related costs on the CAT customer's bill are eligible for the AMP.

E. Percentage of Income Payment Plan (PIPP)

Per D.21-10-012, the PIPP is a program that sets a participant's utility bill payment amounts at an affordable percentage of the participant's monthly income. Participants will have their monthly charges capped for gas service based on their qualified income tier.

Only monthly gas usage charges will be included in the amounts subject to the bill cap. Other charges such as third-party charges, on-bill financing, and other non-energy usage charges including local taxes and fees are not included as amounts subject to bill cap.

1. PIPP Eligibility and Enrollment Criteria

The PIPP pilot will be available for 48 months (4 years). PIPP pilot participants are eligible to participate in other payment programs including the Arrearage Management Plan (AMP). The number of SoCalGas PIPP pilot participants are capped at 5,000 customers on a first come first serve basis until the cap is reached.

PIPP is available to a directly served individually metered residential customer, enrolled in CARE. If a customer is not already enrolled, the customer must first enroll in CARE prior to participation in the PIPP. Furthermore, PIPP is only available to:

(Continued)

(TO BE INSERTED BY UTILITY)

ADVICE LETTER NO. 5936

DECISION NO. 21-10-012

ISSUED BY

Dan Skopec

Vice President

Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)

SUBMITTED Feb 4, 2022EFFECTIVE Dec 15, 2022

RESOLUTION NO. _____

Rule No. 12

Sheet 7

RENDERING AND PAYMENT OF BILLS

(Continued)

E. Percentage of Income Payment Plan (PIPP) (Continued)

1. PIPP Eligibility and Enrollment Criteria (Continued)

- a. Customers that are either located in one of the zip codes with the highest rates of recurring disconnections prior to the disconnections moratorium; or
- b. That have been disconnected 2 or more times during the 12 months prior to the disconnections moratorium.
- c. Customers that do not have an Advanced Meter (AM) are excluded from pilot participation. Customers who do not want an AM (AM Opt-Out) may choose to have an AM installed in order to participate in the pilot.

As such PIPP eligibility excludes master-metered operators and its sub-metered tenants, customers who are enrolled in any other pilot, and customers in the CAT customers from the pilot.

2. Rates

Monthly bill caps will be standardized for households in two qualifying income tiers: 0-100% of Federal Poverty Guidelines (FPG) for a household of 3, and 101-200% of FPG for a household of 3. Bill caps will be updated annually to reflect current income guidelines, concurrently with CARE program income guideline updates.

PIPP pilot participants will receive a monthly bill cap their gas charges equal to their qualified income tier.

Effective the approval date of Advice No. 6635-G, the monthly bills caps for gas is as follows:

Tier 1. 0-100% of FPG \$12.00

Tier 2. 101-200% of FPG \$34.00

The PIPP Pilot bill cap will be applied to a customer's bill prior to calculating any third-party taxes, charges, and fees and will appear as a line-item discount. The line-item discount will be either (a) the difference between the bill cap and the sum of the charges subject to the bill cap, or (b) zero if the sum of the charges is lower than the bill cap.

(TO BE INSERTED BY UTILITY)

ADVICE LETTER NO. 6635-G

DECISION NO.

ISSUED BY

Dan Skopec

Senior Vice President

Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)

SUBMITTED May 1, 2026EFFECTIVE Jun 1, 2026RESOLUTION NO. E-3524

Rule No. 12
RENDERING AND PAYMENT OF BILLS

Sheet 8

(Continued)

3. Income Verification and Reverification

PIPP pilot participants must comply with Schedule No. G-CARE income verification and reverification rules. Information provided by the customer to the Utility is subject to verification as authorized by the Commission. Refusal or failure to provide documentation of eligibility acceptable to the Utility, upon request, shall result in the denial or termination of PIPP Pilot participation. See Schedule No. G-CARE.

4. Moves or Discontinues Service

An enrolled customer may continue to remain in PIPP when they establish service at a new location in SoCalGas' territory regardless of their new zip code or prior disconnection status. To remain enrolled in the PIPP pilot, a customer will have 30 days from the date service is terminated to establish service at a new location and request PIPP for their new service. If service at a new location is established after 30 days and service is terminated at the previous location, the customer will be removed from the PIPP pilot. Customers will be provided information on how to apply to participate in the PIPP pilot in other service territories or their current service territory for when they are unable to re-establish service in the SoCalGas service area.

5. CARE Removal

If a PIPP Pilot participant is removed from Schedule No. G-CARE for any reason, the participant is no longer eligible for the PIPP Pilot and will be removed immediately.

6. PIPP Bill Cap

a. 0-100% of FPG

Customers requesting a bill cap for 0-100% of FPG must prove their income within 90 days or they will be moved to a bill cap for participants at 101-200% of FPG.

b. 101-200% of FPG

Customers requesting a bill cap for 101-200% of FPG will be subject to the CARE eligibility verification processes. Participants will not be required to verify their income if it has been verified for CARE within the last two years.

(Continued)

(TO BE INSERTED BY UTILITY)
ADVICE LETTER NO. 5936
DECISION NO. 21-10-012

ISSUED BY
Dan Skopec
Vice President
Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)
SUBMITTED Feb 4, 2022
EFFECTIVE Dec 15, 2022
RESOLUTION NO. _____

Rule No. 12
RENDERING AND PAYMENT OF BILLS

Sheet 9

(Continued)

7. High Usage Rules

The high usage rules of the CARE program will apply to PIPP participants; however, high usage rules do not apply to the CARE program at SoCalGas as it is a gas-only utility. Thus, high usage rules are not applicable for SoCalGas.

8. Missed Payments

The PIPP pilot bill cap is only applicable to current charges, not past-due amounts. Nonpayment of the amount so billed shall constitute nonpayment of the service or billing and will be subject to the provision for discontinuance of service as set forth in Rule No. 09.

F. Late Payment Charges

A monthly late payment charge, equal to SoCalGas' authorized return on rate base divided by 12 and rounded to the nearest one-tenth of one percent, may be assessed on non-residential accounts with billing in arrears if not received by the Utility, or by a duly authorized agent of the Utility, by the "late charge date" as shown on the bill. The "late charge date" will be at least 19 days from the date mailed as indicated on the bill.

Effective January 1, 2006, the Late Payment Charge is 0.7% (seven-tenths of one percent).

If an account is served by or serves a State Agency and payment is not received within the time limits specified pursuant to the California Prompt Payment Act, Government Code Section 927 et seq., then a penalty for late payment shall be imposed upon the State in accordance with the provisions of the California Prompt Payment Act. For purposes of determining the applicability of this section, the phrase "is served by or serves a State Agency", shall include governmental entities where a portion of utility service is provided or arranged for by a State Agency and collection and payment of the particular utility bills is handled by that State Agency. It is the intent of this section not to exceed the requirements and limitations specified by the California Prompt Payment Act.

(TO BE INSERTED BY UTILITY)
ADVICE LETTER NO. 5936
DECISION NO. 21-10-012

ISSUED BY
Dan Skopec
Vice President
Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)
SUBMITTED Feb 4, 2022
EFFECTIVE Dec 15, 2022
RESOLUTION NO. _____

EXHIBIT III

Rule No. 09

Sheet 1

DISCONTINUANCE OF SERVICE

SoCalGas - Exhibit III

A. CUSTOMER'S REQUEST FOR SERVICE DISCONTINUANCE

1. A customer who wants gas service discontinued shall give the Utility notice at least two business days prior to the date service is desired to be discontinued.
2. The Utility shall not be required to terminate service earlier than two business days after notice of discontinuance is received. A customer will be held responsible for payment of charges for all services furnished at the premises until the requested date of termination or until the expiration of the required period of notice, whichever date is later.

B. NOTICE OF DISCONTINUANCE

Except as otherwise provided in this Rule, no gas service to a customer may be terminated unless reasonable written prior notice is given to the customer and the customer has a reasonable opportunity to dispute the reasons for the proposed termination. A written statement of residential customers' rights and remedies regarding termination of gas service shall be provided to all new customers, and to all existing customers on an annual basis.

C. NON-PAYMENT OF BILLS

1. Past Due Date. A customer's bill for gas service will be considered past due if it is not paid within:
 - a. Nineteen calendar days after mailing when bills are normally made out monthly.*
 - b. Ten calendar days after mailing when bills are made out fortnightly.
 - c. Five calendar days after mailing when bills are made out weekly.

* Under paragraph C.1.a. and C.2.a., residential customers who are normally billed monthly will have a minimum of 34 calendar days between the date of mailing of the bill and the date of service termination for non-payment.

(Continued)

(TO BE INSERTED BY UTILITY)

ADVICE LETTER NO. 5913

DECISION NO. 21-06-036

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ISSUED BY

Dan Skopec

Vice President

Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)

SUBMITTED Dec 17, 2021EFFECTIVE Jan 16, 2022RESOLUTION NO. M-4842

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Rule No. 09
DISCONTINUANCE OF SERVICE

Sheet 2

(Continued)

C. NON-PAYMENT OF BILLS (Continued)

2. Past Due Notice

- a. Residential. The Utility may mail to any residential customer a notice that a bill is past due after the expiration of the applicable period specified in paragraph C.1. The notice that a bill is past due shall state that if the customer is unable to pay the bill by the final date (15 calendar days after the date of mailing of said notice), the customer should contact the Utility to discuss payment arrangements to avoid discontinuance of service. If the bill is not paid, or payment arrangements have not been made by the final date, service may be discontinued for non-payment.
- b. Non-Residential. A non-residential customer's gas service may be discontinued for non-payment of a past due bill provided that a written notice of discontinuance has been issued and the past due amount has not been paid within seven calendar days of the issuance of the past due notice.
3. Third Party Notification. The Utility shall allow elderly (age 65 and over) and handicapped* customers, at their option, to designate a friend, family member, or public or private agency as a third party representative to receive a copy of the notice described in paragraph C.2. The Utility shall establish procedures to ensure that third parties consent to receive such notice, and that a copy of the notice is sent directly to a third party. The Utility shall inform all customers at least once annually of the availability of this service.
4. Reasonable Attempt to Contact Customers. Before residential service may be discontinued for non-payment of bills, the Utility shall make a reasonable attempt to personally contact an adult on the customer's premises prior to termination of service. This reasonable attempt to contact an adult on the customer's premises shall consist of:
- a. The Utility will solicit or verify customer telephone numbers and/or email address when customers request that service be turned on, when customers contact the Utility for any type of service order or extension, and when the Utility contacts customers at the time of termination of service.

* Certification from a licensed physician, public health nurse, or social worker may be required by the Utility.

(Continued)

(TO BE INSERTED BY UTILITY)
ADVICE LETTER NO. 5913
DECISION NO. 21-06-036

ISSUED BY
Dan Skopec
Vice President
Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)
SUBMITTED Dec 17, 2021
EFFECTIVE Jan 16, 2022
RESOLUTION NO. M-4842

Rule No. 09

Sheet 3

DISCONTINUANCE OF SERVICE

(Continued)

C. NON-PAYMENT OF BILLS (Continued)4. Reasonable Attempt to Contact Customers. (Continued)

- b. At least two attempts will be made to personally contact an adult on the customer's premises in order to avoid discontinuance of service.
- c. Whenever telephone contact cannot be accomplished, the Utility shall give by mail a notice of termination of service at least 48 hours prior to termination. The Utility shall maintain a record of the mailed notice. Disconnection notices will notify the customer that there may be financial programs available to assist them.
- d. In lieu of telephone contact, for customers who have provided their email addresses, the Utility may give by email a notice of termination of service at least 48 hours prior to termination. The Utility shall maintain a record of the emailed notice.
- e. At the time of termination of service, the Utility shall attempt to personally contact an adult on the customer's premises in order to avoid discontinuance of service.
- f. Where the Utility is aware that there is a handicapped* residential customer, the Utility shall provide at least 48 hours notice by telephone or by visit; however, if personal contact cannot be made, a notice shall be posted in a conspicuous location at the service address at least 48 hours prior to termination.
- g. Utility field workers shall be trained to communicate with people having language disabilities about the availability of relay services for required communications between the aforementioned customers and the Utility.
- h. Pursuant to D.14-06-036, the Utility shall include with its Disconnection Notice multiple language,** large print inserts and/or leave behind documents (if a customer is not home during a field visit) to provide customers with direction and contact information on how to seek help.

* Certification from a licensed physician, public health nurse, or social worker may be required by the Utility.

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

(Continued)

(TO BE INSERTED BY UTILITY)

ADVICE LETTER NO. 5913

DECISION NO. 21-06-036

ISSUED BY

Dan Skopec

Vice President

Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)

SUBMITTED Dec 17, 2021EFFECTIVE Jan 16, 2022RESOLUTION NO. M-4842

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Rule No. 09

Sheet 4

DISCONTINUANCE OF SERVICE

(Continued)

C. NON-PAYMENT OF BILLS (Continued)4. Reasonable Attempt to Contact Customers (Continued)

At the request of the customer, the Utility shall provide its Disconnection Notices in Braille. Customers may request such format through the Customer Contact Center. The Braille Disconnection Notice shall also be mailed to customers who have requested bills in Braille. The Braille-translated Disconnection Notice will be in conjunction with the system-generated, non-Braille notice they receive and may not be received the same day. The collection cycle will be adjusted in the customer's favor to accommodate the timing difference of the Braille notice and non-Braille notice.

5. Termination in Error. In the event the Utility terminates service in error, such service shall be restored, without charge, as provided for in Rule No. 10.

6. Termination Dispute for Core Customers

- a. Customer Contacts Utility. If the customer is temporarily unable to pay their bill, the Utility may, at its discretion, extend a payment arrangement to a customer who alleges an inability to pay. However, for residential customers,* the Utility shall offer customers a 12-month payment plan or to switch any existing payment arrangements of less than 12 months to a payment plan of 12 months. The customer must contact the Utility prior to the expiration date of any delinquency notice before termination of service to be eligible for payment arrangements. If arrangements are granted, the customer must comply with the agreement and pay all future bills on time in order to continue service. The Utility shall furnish information on the availability of various financial assistance programs to those customers who demonstrate an inability to pay their bill.

Gas service to a residential customer cannot be terminated for nonpayment until the utility offers to enroll eligible customers in all applicable benefit programs administered by the utility. The utility is not required to make affirmative inquiry of every residential household as to whether they are enrolled in applicable benefit programs. If the Utility is in contact with a customer prior to disconnection, however, the Utility shall inquire if the customer is interested in hearing about applicable benefit programs. Residential customers must enroll in the applicable benefit programs within two billing cycles of being made aware of the applicable program.

Low-Income Home Energy Assistance Program (LIHEAP): Gas service to a residential customer shall not be terminated if a customer has a LIHEAP pledge pending.

* Pursuant to D.21-06-036, customers eligible for a COVID-19 Residential Relief Payment Plan between August 2021 and July 2022, shall be automatically enrolled in a payment plan amortizing the customer's arrearage over 24 months of payments.

(Continued)

(TO BE INSERTED BY UTILITY)

ADVICE LETTER NO. 5913

DECISION NO. 21-06-036

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ISSUED BY

Dan Skopec

Vice President

Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)

SUBMITTED Dec 17, 2021EFFECTIVE Jan 16, 2022RESOLUTION NO. M-4842

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Rule No. 09
DISCONTINUANCE OF SERVICE

Sheet 5

(Continued)

C. NON-PAYMENT OF BILLS (Continued)

6. Termination Dispute for Core Customers (Continued)

- b. Customer Contacts the Consumer Affairs Branch (CAB). If you believe there is an error on your bill or have a question about your service, please call Southern California Gas Company customer support at (800) 427-2200. If you are not satisfied with Southern California Gas Company's response, submit a complaint to the California Public Utilities Commission (CPUC) by visiting <http://www.cpuc.ca.gov/complaints/>. Billing and service complaints are handled by the CPUC's Consumer Affairs Branch (CAB), 505 Van Ness Avenue, Room 2003, San Francisco, CA 94102, phone: 800-649-7570.

If you have limitations hearing or speaking, dial 711 to reach the California Relay Service, which is for those needing assistance relaying telephone conversations. Dial one of the numbers below to be routed to the California Relay Service provider in your preferred mode of communication

California Relay Service Phone Numbers:

Type of call	Language	Toll-Free Number
TTY/VCO/HCO to Voice	English	1-800-735-2929
	Spanish	1-800-855-3000
Voice to TTY/VCO/HCO	English	1-800-735-2922
	Spanish	1-800-855-3000
From or to Speech-to-Speech	English & Spanish	1-800-854-7784

To avoid having service turned off while you wait for the outcome of a complaint to the CPUC specifically regarding the accuracy of your bill, please contact CAB for assistance. If your case meets the eligibility criteria, CAB will provide you with instructions on how to mail a check or money order to be impounded pending resolution of your case. You must continue to pay your current charges while your complaint is under review to keep your service turned on.

- c. CAB Proposed Resolution. Within ten business days after receiving the informal complaint, the CAB will report its proposed resolution by letter both to the customer and the Utility.
- d. Formal Complaint. If the customer is not satisfied with the proposed resolution of the CAB, the customer may file no later than ten business days after the date of the CAB letter, a formal complaint with the Commission at the same address as listed above in C.6.b.
- e. Time Limits. If the customer fails to observe these time limits, the Utility will be entitled to payment, or, if the bill is not paid, to discontinue service.

(Continued)

(TO BE INSERTED BY UTILITY)
ADVICE LETTER NO. 5666-A
DECISION NO. 20-06-003

ISSUED BY
Dan Skopec
Vice President
Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)
SUBMITTED Jul 31, 2020
EFFECTIVE Jul 31, 2020
RESOLUTION NO. _____

Rule No. 09

Sheet 6

DISCONTINUANCE OF SERVICE

(Continued)

C. NON-PAYMENT OF BILLS (Continued)6. Termination Dispute for Core Customers (Continued)

f. Service Not Discontinued. No customer's service may be discontinued while the Utility is investigating a complaint, or while the customer is complying with a payment arrangement, provided the customer also keeps the account current as charges accrue in each subsequent billing period.

7. Master Meter. When the Utility is aware that discontinuance of service to a master meter may deprive residential tenants of gas service, the Utility shall comply with the provisions of paragraph C.1. and C.2. In addition, the Utility shall give the tenants, not less than 15 calendar days prior to the date of discontinuance, notice of their right to become customers without obligation for the bills which have accrued on the master meter. The Utility may satisfy the notice required under this paragraph by posting two such notices at each access point and common areas on the premises when it is not practicable to post a notice on each tenant's door. The notice shall include the amount of the average monthly bill and the name, address and telephone number of a local legal service agency.

8. Payment Agreement. If a customer fails to comply with any payment agreement entered into under paragraph C.6.a. above, the Utility may discontinue service upon 24 hours notice or as otherwise provided in the payment agreement. Such notice shall not entitle the customer to further review by the Utility.

The Utility shall not disconnect* any residential customer who is on a payment plan** and is current on both monthly bills and the payment plan.

* Pursuant to D.21-06-036, a customer enrolled in a COVID-19 Residential Relief Payment Plan is not eligible for disconnection.

** Pursuant to California Assembly Bill (AB) 135, customers with COVID-19 related debt and are eligible for relief under the California Arrearage Payment Program (CAPP) are protected from the risk of disconnection until June 2022.

(Continued)

(TO BE INSERTED BY UTILITY)

ADVICE LETTER NO. 6173-G

DECISION NO. 20-06-003

ISSUED BY

Dan Skopec

Sr Vice President Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)

SUBMITTED Aug 1, 2023EFFECTIVE Sep 1, 2023

RESOLUTION NO. _____

Rule No. 09

Sheet 7

DISCONTINUANCE OF SERVICE

(Continued)

C. NON-PAYMENT OF BILLS (Continued)

9. Unpaid Bill at a Previous Location. A customer's gas service may be discontinued for nonpayment of a bill for service of the same class rendered to the customer at a previous location served by the Utility, provided said bill is not paid within 19 calendar days after mailing to the new location, and provided further that the Utility has followed the notice requirements of paragraphs C.2. and C.4. at the current location for the bill incurred at the previous location. The customer may dispute this benefit of prior service determination as outlined in Rule No. 03 paragraph D.
10. Service to Multiple Locations. Any individual, firm or corporation failing to pay bills due for gas service rendered at one or more locations, within the time limits and subject to the procedures specified in this Rule, shall be subject without further notice to discontinuance of gas service at any or all locations where the Utility provides gas to such individual, firm or corporation, until such bills are paid and credit is reestablished. Residential service, however, may not be discontinued because of nonpayment of bills for other classes of service.
11. Serious Illness. Gas service to a residential customer will not be discontinued for nonpayment when the customer has established to the satisfaction of the Utility that such termination would be especially dangerous to the health* of anyone living at the residence served under the customer's bill; or the customer has established to the satisfaction of the Utility that someone living at such residence is handicapped*; and the customer establishes to the satisfaction of the Utility that he or she is unable to pay for such service in accordance with the provisions of the Utility's tariffs.
12. Customer Unable to Deliver Payment. If a customer who has received a notice of discontinuance of service under paragraph C.2. notifies the Utility prior to the expiration of such notice that because of infirmities of age and/or handicap, he or she is unable to deliver payment in time to avoid discontinuance of service, the Utility shall offer eligible customers enrollment in all applicable benefit programs as described in Section C.6.a. The customer's claim of infirmity shall be subject to verification by the Utility.
13. Weekends and Holidays. The Utility shall not, by reason of delinquency in payment for gas service, cause cessation of service on any Saturday, Sunday, legal holiday, or at any time during which the business offices of the Utility are not open to the public.

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* Certification by a licensed physician, public health nurse, or social worker may be required by the Utility.

(Continued)

(TO BE INSERTED BY UTILITY)

ADVICE LETTER NO. 6143
DECISION NO. 20-06-003

ISSUED BY

(TO BE INSERTED BY CAL. PUC)

SUBMITTED May 19, 2023
EFFECTIVE Jun 18, 2023

RESOLUTION NO. _____

Rule No. 09

Sheet 8

DISCONTINUANCE OF SERVICE

(Continued)

C. NON-PAYMENT OF BILLS (Continued)

14. Temperature-Related Limitations. The Utility shall not, by any reason of delinquency in payment for gas service, cause cessation of service when temperatures are below 32 degrees Fahrenheit when forecasted by the Utility based on a 72-hour look ahead period.

15. Options for Residential Customers on Day of Disconnection. When onsite to perform a disconnection of the gas service due to non-payment, the gas field representative shall allow the customer to make a minimum payment of 20% of the past due balance to leave service active. If service is disconnected and the customer subsequently makes a 20% payment to the gas field representative, the customer will not be required to call another person to have their gas service reconnected.

16. Service Restoration After Disconnection for Non-Paymenta. Residential Customers.

The customer must call and request the Company to schedule service restoration, after satisfying requirements for service restoration.

The Company shall offer the residential Customer to reconnect service within 24 hours of receiving the request. The scheduling will require arrangements to be made either for an adult to be home or for safe access to be provided for entry to the meter and for service to all appliances. The Company shall restore service consistent with safety protocols. However, if circumstances beyond the Company's control prevent reconnection within the specified 24 hour period, service shall be reconnected within 24 hours after those circumstances cease to exist and consistent with safety protocols.

Prior to reconnection of service terminated solely for non-payment of bills, the Company may require a residential Customer to pay any bill or tariff charge due.

Customers may also request service restoration after a LIHEAP pledge is made on behalf of the customer that would cover the full amount of the past due charges.

If eligible, a CARE customer may request to have service restored without making a payment by enrolling in the Arrearage Management Plan in accordance with Rule 12.D.

(Continued)

(TO BE INSERTED BY UTILITY)

ADVICE LETTER NO. 6173-G

DECISION NO. 20-06-003

ISSUED BY

Dan Skopec

Sr Vice President Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)

SUBMITTED Aug 1, 2023EFFECTIVE Sep 1, 2023

RESOLUTION NO. _____

Rule No. 09

Sheet 9

DISCONTINUANCE OF SERVICE

(Continued)

16. Service Restoration After Disconnection for Non-Payment (continued)b. Non-Residential Customers.

Prior to reconnection of service terminated solely for non-payment of bills, for any tariff charge, or for failure to pay a security deposit, the Company may require a non-residential customer to pay any bill, tariff charge (such as reconnection fees, service establishment charges, returned check charges and late payment charges) and security deposit due. The customer must call the Company to schedule service restoration, after satisfying requirements for service restoration. The Company shall offer the customer to reconnect service within 36 hours of receiving the non-residential customer request for reconnection consistent with safety protocols.

D. UNSAFE APPARATUS

1. Whenever the Utility determines that any part of a customer's services, appliances or apparatus are at any time unsafe, or that the utilization of gas by means thereof is prohibited or forbidden under authority of any law or municipal ordinance or regulation (until such law, ordinance or regulation shall be declared invalid by a court of competent jurisdiction), the Utility may refuse to serve, or may cease serving, such a customer until the customer shall put such part in good and safe condition and comply with all the laws, ordinances and regulations applicable thereto.
2. The Utility does not assume the duty of inspecting the customer's services, appliances or apparatus or any part thereof, and assumes no liability therefor. In the event that the customer finds the gas service to be defective, the customer is requested to immediately notify the Utility to this effect.

E. FRAUD – REFUSAL OR DISCONTINUANCE OF SERVICE

The Utility shall have the right to refuse to provide gas to, or on, any premises and at any time to discontinue service if found necessary to do so in order to protect itself against abuse or fraud.

The Utility may refuse or discontinue gas service if the acts of the applicant or the customer indicate an intent to evade the credit practices of the Utility or if the acts of the customer or conditions on the customer's premises indicate an intent to evade payment of a utility bill or the credit practices of the Utility. If an applicant or customer knowingly furnishes false, incomplete, misleading or inaccurate information or refuses to provide required information to the Utility, it shall be deemed to be an intent to evade the credit practices of the Utility. Upon written request of the applicant or customer, the Utility shall provide a written statement of the reason for such refusal or discontinuance.

(Continued)

(TO BE INSERTED BY UTILITY)

ADVICE LETTER NO. 6173-G

DECISION NO. 20-06-003

ISSUED BY

Dan Skopec

Sr Vice President Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)

SUBMITTED Aug 1, 2023EFFECTIVE Sep 1, 2023

RESOLUTION NO. _____

Rule No. 09

Sheet 10

DISCONTINUANCE OF SERVICE

(Continued)

F. UNAUTHORIZED USE

The Utility may discontinue service if the acts of the customer or the conditions upon the premises indicate an intent to deny the Utility full compensation for services rendered, including, but not limited to, tampering or unauthorized use. Discontinuance of service for non-payment of a bill for unauthorized use shall be in accordance with the provisions of section C above.

G. MULTILINGUAL SERVICE

The Utility shall provide a reasonable number of multilingual individuals to advise customers of termination policy where a substantial portion of the customers in the Utility's service area do not speak English.

H. NONCOMPLIANCE WITH THE UTILITY'S TARIFFS

Except as otherwise specifically provided in this rule, the Utility may discontinue service to a customer for non-compliance with any of the Utility's effective tariffs, if, after written notice of at least 15 calendar days for residential customers and seven calendar days for non-residential customers, the customer has not complied with the notice.

This notice may be waived when, in the opinion of the Utility, either a dangerous condition has been discovered or a bonafide emergency is found to exist on a customer's premises, or in the case of a customer utilizing the service in such a manner as to make it dangerous for occupants of the premises, thus rendering the immediate discontinuance of service to the premises imperative.

I. USAGE OF SERVICE DETRIMENTAL TO OTHER CUSTOMERS

The Utility will not provide service to gas equipment, the operation of which will be detrimental to other gas service, and will discontinue gas service to any customer who continues to operate such equipment after being notified by the Utility to discontinue the operation.

J. FAILURE TO ESTABLISH OR RE-ESTABLISH CREDIT AFTER INSTITUTION OF SERVICE

1. If, at the request or convenience of a customer, the Utility institutes gas service to a customer prior to his having established credit (as provided in Rule No. 6) and if, within seven calendar days from such institution of service, said customer has not established credit, the Utility shall have the right, upon giving 15 calendar days written notice, and upon the customer's failure to establish credit within such notice period, to discontinue further service of gas. Exceptions to discontinuance of service are as limited by paragraphs C.4., 7., 10., 11. and 13.

(TO BE INSERTED BY UTILITY)

ADVICE LETTER NO. 6173-G

DECISION NO. 20-06-003

ISSUED BY

Dan Skopec

Sr Vice President Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)

SUBMITTED Aug 1, 2023EFFECTIVE Sep 1, 2023

RESOLUTION NO. _____

Rule No. 09

Sheet 11

DISCONTINUANCE OF SERVICE

2. If a non-residential customer does not provide information satisfactory to the Utility to re-establish credit, or fails to provide security as provided in Rule No. 6, the Utility shall have the right to discontinue service to that customer, after giving due notice.

K. TERMINATION OF SERVICE FOR FUMIGATIONS

1. Every person planning to conduct any fumigation, where a fumigator places a tent over any portion of a structure served with natural gas, shall contact the Utility to request a termination of gas service at least two business days prior to commencing the tenting of a structure. In cases where the Utility is unable to terminate the service on the date requested, the Utility shall contact the fumigator to arrange another date.
2. When the fumigation is complete and the structure is posted as suitable for occupancy (Certificate for Re-Entry), the Utility shall restore the gas service. The customer or their authorized agent is required to provide proof of Certificate for Re-Entry as a condition for reinstating gas service. The Utility shall offer a four-hour service appointment for restoring the gas service.
3. Where the fumigator tents the structure without contacting the Utility to request a termination of the gas service, or where the fumigator performs the tenting prior to the Utility terminating the service, and the Utility discovers this condition, the Utility may immediately and without notice, terminate the gas service as an unsafe condition pursuant to Rule 9.D.1. Thereafter, the Utility may restore service; however, Utility may, at its sole discretion, charge and collect from the fumigator any costs incidental to the termination or restoration of service, where the fumigator has tented the structure without notifying the Utility to terminate gas service or tented before service had been terminated.
4. If the fumigator violates any of the provisions of Rule 9.K, the Utility shall submit written notice of the alleged violation directly to the violating Branch 1 registered company (pest control operator), with a copy to the Executive Officer of the Structural Pest Control Board and the Director of the Consumer Protection and Safety Division of the California Public Utilities Commission.

(TO BE INSERTED BY UTILITY)
ADVICE LETTER NO. 6173-G
DECISION NO. 20-06-003

ISSUED BY
Dan Skopec
Sr Vice President Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)
SUBMITTED Aug 1, 2023
EFFECTIVE Sep 1, 2023
RESOLUTION NO. _____

Rule No. 09

Sheet 12

DISCONTINUANCE OF SERVICE

5. In compliance with D.08-07-046 which approved the Memorandum of Understanding between SoCalGas and the Pest Control Operators of California (PCOC), SoCalGas commits to the following:
- a) When gas restoration is already offered on Saturdays, schedule the orders for the restoration service after 10:00 a.m.
 - b) Offer gas shut-off service on holidays during which the Utility is already operating under a standard work day.
 - c) Schedule gas shut-off service from 7:00 a.m. to 11:30 a.m.
 - d) If a Utility representative arrives at a PCOC work site to perform a gas shut-off and is unable to perform the shut-off, the Utility representative will immediately contact the Utility scheduling function, or if possible, the PCOC business associated with the shut-off, to attempt to accomplish the shut-off as scheduled.
 - e) Endeavor to address PCOC service issues on an ongoing basis, which shall include, at a minimum, holding in-person meetings with PCOC on no less than an annual basis.
 - f) Reserve the right to modify or discontinue any or all of the services described above; however, the Utility will meet and discuss the planned actions with PCOC prior to making any such changes.

(TO BE INSERTED BY UTILITY)
ADVICE LETTER NO. 6173-G
DECISION NO. 20-06-003

ISSUED BY
Dan Skopec
Sr Vice President Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)
SUBMITTED Aug 1, 2023
EFFECTIVE Sep 1, 2023
RESOLUTION NO. _____

EXHIBIT IV

SoCalGas - Exhibit IV

August 28, 2025

Delia Lovell
468 N Camden Dr PMB 200
Beverly Hills, CA 90210

CPUC File No: 693785
Account Number: 036-522-1706
Service Address: 325 Emerald Dr
Lake Arrowhead, CA 92352

Dear Ms. Lovell,

The California Public Utilities Commission (CPUC) has referred your informal complaint regarding the disputed \$5,000 gas charges on your account to this office for further review. You indicated that, despite prior communications with Southern California Gas Company (SoCalGas), you have not received comprehensive usage records, accurate meter reading documentation, or historical usage comparisons to support the significant increase in charges.

Please be assured that SoCalGas operates in accordance with the laws of the State of California, as administered by the CPUC. Company policies and procedures are established in compliance with the Rules and Tariffs approved and filed with the CPUC.

A comprehensive review of your account was completed, including billing records, meter readings, and usage history associated with your service. Below is a summary of the findings:

Accurate Meter Reading Documentation

- A 12-Month Billing Recap Statement is enclosed, showing meter readings and consumption in CCF and Therms over the past year.
- CCF (Hundred Cubic Feet) is the method used to measure gas volume.
- A Therm is approximately 100,000 BTUs and is used for billing purposes. CCFs are converted to Therms accordingly.

The residence at 325 Emerald Dr in Lake Arrowhead is equipped with an Advanced Meter (AM) communication device, which automatically records and transmits gas usage data to SoCalGas Customer Service and Billing Centers. This technology also allows the Company to analyze daily and hourly consumption patterns.

Usage Analysis

- To assist in understanding billed consumption, detailed tables showing daily and hourly usage for selected billing periods are included. This data is based on readings transmitted by the AM device installed on the meter.

- Please note that the usage analysis provided covers only a few recent months. The total balance has accumulated over multiple billing cycles, and a full breakdown of all months would be extensive. The selected months are intended to illustrate usage patterns contributing to the overall balance.
- The usage patterns shown in the color-coded analysis are derived from general appliance consumption guidelines published by SoCalGas. They are provided as illustrative references and should not be interpreted as definitive evidence of specific appliance usage. These indicators are intended to help interpret potential consumption behaviors.
 - **Green:** Minimal or zero usage, typically associated with appliance pilot flow
 - **Yellow** Moderate usage, consistent with cooking and water heating
 - **Orange/Red:** Usage consistent with increased water and home heating
 - **Breaks in Usage:** May Indicate no hot water usage or potential gas leakage.

Findings

Following a thorough review of the account and the concerns outlined in the complaint, the findings indicate:

- The charges in question are consistent with recorded gas usage and meter readings during the billing period.
- The documentation confirms that the meter was functioning properly, with no anomalies detected in the billing calculations.
- The total balance of \$5,381.83 consists of multiple months of billed gas charges that have accumulated.

Conclusion

The account was accurately billed for the volume of gas recorded by the meter. A 12-Month Statement of Account is enclosed, providing a detailed summary of all charges, payments, and account activity over the past year. Thank you for allowing SoCalGas the opportunity to review the account and provide clarification.

Please contact the Customer Contact Center at (800)427-2200 to update payment arrangements if needed. A copy of this letter will be forwarded to the CPUC as part of the informal complaint process.

Sincerely,

S. Medrano
 Special Investigations Department
 SoCalGas
 (800)274-2941 Ext. 3058357

Enclosures: Billing Recap Statement, Statement of Account, Usage Tables

Billing Recap – Account Number: 036-522-1706

	Days	Read	CCF	Therms	Baseline	Over Baseline	Total \$
08/12/25	32	2799	116	100	14@1.15286	86@1.63372	169.94
07/11/25	30	2683	103	89	13@1.16154	76@1.64566	148.85
06/11/25	30	2580	125	107	13@1.16692	94@1.65255	174.84
05/12/25	31	2455	133	114	38@1.16711	76@1.65263	177.80
04/11/25	29	2322	127	109	50@1.16720	59@1.65254	85.23
03/13/25	30	2195	121	105	66@1.16712	39@1.65256	160.28
02/11/25	29	2074	166	143	75@1.05187	68@1.49809	208.77
01/13/25	32	1908	172	148	83@.95434	65@1.38169	202.30
12/12/24	30	1736	170	147	62@.93581	85@1.36647	202.94
11/12/24	33	1566	159	138	29@.93586	109@1.36651	196.69
10/10/24	29	1407	125	108	12@.93583	96@1.36656	152.42
09/11/24	33	1282	92	80	14@.93571	66@1.36652	111.18

Statement of Account– Account Number: 036-522-1706

Process Date	Description	Read Date	Debit (\$)	Credit (\$)	Balance (\$)
08/13/25	Bill Gas	08/12/25	169.94		5381.63
07/31/25	Payment			148.85	5211.69
07/14/25	Bill Gas	07/11/25	148.85		5360.54
06/12/25	Bill Gas	06/11/25	174.84		5211.69
05/13/25	Bill Gas	05/12/25	177.80		5036.85
05/02/25	AMP Debit		4412.84		4859.05
04/14/25	Bill Gas	04/11/25	85.23		446.21
03/14/25	Bill Gas	03/13/25	160.28		360.98
03/10/25	Rtn Item		200.70		200.70
03/04/25	Payment			200.70	0.00
02/12/25	Bill Gas	02/11/25	208.77		200.70
02/10/25	Payment			210.00	8.07-
01/14/25	Bill Gas	01/13/25	202.30		201.93
01/08/25	Payment			200.00	0.37-
12/13/24	Bill Gas	12/12/24	202.94		199.63
12/04/24	Payment			200.00	3.31-
11/13/24	Bill Gas	11/12/24	196.69		196.69
11/01/24	Payment			152.42	0.00
10/11/24	Bill Gas	10/10/24	152.42		152.42
10/08/24	Payment			111.18	0.00
09/12/24	Bill Gas	09/11/24	111.18		111.18
08/30/24	AMP Credit			7564.89	0.00

Usage Tables

Date	0:00	1:00	2:00	3:00	4:00	5:00	6:00	7:00	8:00	9:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00	22:00	23:00
5/13/2025	0	0	0	0	0	0	0	0	0	0	0	0	0	0.34	0.36	0.34	0.3	0.28	0.3	0.28	0.3	0.28	0.3	0.28
5/14/2025	0.28	0.3	0.28	0.28	0.28	0.3	0.28	0.28	0.28	0.3	0.28	0.3	0.28	0.3	0.22	0.24	0.24	0.24	0.22	0.22	0.24	0.22	0.22	0.22
5/15/2025	0.24	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.26	0.3	0.24	0.24	0.24	0.24	0.24	0.24	0.22	0.32	0.3	0.3	0.22	0.3	0.3
5/16/2025	0.28	0.3	0.3	0.3	0.3	0.3	0.36	0.38	0.32	0.28	0.26	0.22	0.24	0.22	0.24	0.22	0.24	0.24	0.22	0.22	0.22	0.24	0.22	0.22
5/17/2025	0.22	0.22	0.24	0.24	0.24	0.22	0.22	0.22	0.22	0.24	0.22	0.22	0.22	0.22	0.24	0.22	0.28	0.22	0.22	0.22	0.24	0.22	0.22	0.22
5/18/2025	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.24	0.22	0.24	0.22	0.24	0.24	0.22	0.24	0.22	0.22	0.22	0.24	0.22
5/19/2025	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.24	0.24	0.24	0.22	0.24	0.24	0.24	0.26	0.24	0.22	0.24	0.22	0.22	0.24
5/20/2025	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.24	0.22	0.22	0.24	0.22	0.24	0.22	0.24	0.24	0.24	0.24	0.22	0.22	0.24	0.22	0.22	0.24
5/21/2025	0.22	0.24	0.22	0.22	0.22	0.22	0.22	0.22	0.24	0.22	0.22	0.24	0.22	0.24	0.24	0.24	0.24	0.22	0.24	0.22	0.22	0.24	0.22	0.24
5/22/2025	0.22	0.22	0.22	0.22	0.24	0.22	0.22	0.22	0.24	0.3	0.24	0.22	0.24	0.22	0.24	0.24	0.24	0.24	0.22	0.22	0.24	0.24	0.22	0.24
5/23/2025	0.22	0.22	0.24	0.22	0.22	0.22	0.22	0.22	0.24	0.22	0.22	0.24	0.22	0.26	0.22	0.24	0.24	0.24	0.22	0.22	0.22	0.24	0.22	0.22
5/24/2025	0.22	0.24	0.22	0.22	0.22	0.24	0.22	0.22	0.22	0.22	0.24	0.22	0.22	0.24	0.26	0.24	0.24	0.22	0.24	0.22	0.22	0.24	0.22	0.24
5/25/2025	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.24	0.24	0.24	0.24	0.22	0.24	0.24	0.28	0.32	0.3	0.3	0.24	0.24	0.22
5/26/2025	0.22	0.22	0.22	0.32	0.32	0.32	0.32	0.3	0.3	0.3	0.28	0.28	0.24	0.24	0.24	0.26	0.22	0.24	0.22	0.3	0.3	0.22	0.24	0.3
5/27/2025	0.28	0.26	0.22	0.24	0.22	0.22	0.22	0.26	0.26	0.28	0.3	0.24	0.24	0.22	0.24	0.24	0.24	0.22	0.24	0.22	0.26	0.28	0.24	0.22
5/28/2025	0.24	0.24	0.22	0.22	0.22	0.24	0.32	0.28	0.22	0.32	0.26	0.24	0.08	0	0	0	0	0	0	0.02	0	0	0	0
5/29/2025	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
5/30/2025	0	0	0	0	0	0.02	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
5/31/2025	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0.02	0	0	0	0	0	0	0	0
6/1/2025	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
6/2/2025	0	0	0	0.02	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
6/3/2025	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0.02	0	0	0	0.04	0.24	0.26	0.26	0.22	0.24
6/4/2025	0.22	0.22	0.22	0.24	0.22	0.22	0.22	0.22	0.24	0.22	0.22	0.24	0.22	0.24	0.24	0.22	0.24	0.24	0.24	0.26	0.22	0.22	0.24	0.22
6/5/2025	0.22	0.22	0.24	0.24	0.22	0.22	0.22	0.22	0.22	0.24	0.22	0.24	0.22	0.24	0.22	0.24	0.24	0.04	0	0	0	0	0	0.12
6/6/2025	0.22	0.22	0.24	0.22	0.22	0.22	0.22	0.22	0.24	0.22	0.22	0.26	0.3	0.26	0.24	0.24	0.24	0.24	0.22	0.24	0.22	0.24	0.24	0.22
6/7/2025	0.22	0.24	0.22	0.22	0.24	0.22	0.22	0.24	0.22	0.22	0.24	0.22	0.24	0.24	0.24	0.26	0.24	0.22	0.24	0.22	0.24	0.22	0.24	0.22
6/8/2025	0.22	0.24	0.24	0.22	0.22	0.22	0.24	0.22	0.22	0.24	0.24	0.22	0.24	0.24	0.22	0.24	0.26	0.22	0.24	0.22	0.24	0.22	0.22	0.24
6/9/2025	0.22	0.24	0.22	0.22	0.22	0.24	0.22	0.22	0.22	0.24	0.22	0.24	0.24	0.24	0.24	0.24	0.24	0.24	0.24	0.24	0.22	0.24	0.24	0.22
6/10/2025	0.24	0.24	0.22	0.22	0.22	0.24	0.22	0.22	0.24	0.22	0.24	0.22	0.24	0.24	0.24	0.24	0.24	0.24	0.12	0	0	0.02	0	0
6/11/2025	0	0	0	0	0.16	0.24	0.22	0.22	0.24	0.22	0.24	0.18	0	0	0	0	0	0	0	0.1	0.22	0.24	0.24	0.22

Date	0:00	1:00	2:00	3:00	4:00	5:00	6:00	7:00	8:00	9:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00	22:00	23:00
6/12/2025	0.22	0.24	0.22	0.22	0.24	0.22	0.22	0.24	0.22	0.24	0.24	0.22	0.24	0.22	0.24	0.24	0.24	0.22	0.24	0.24	0.22	0.24	0.22	0.24
6/13/2025	0.24	0.22	0.22	0.24	0.22	0.22	0.22	0.22	0.22	0.24	0.22	0.24	0.22	0.24	0.24	0.04	0	0	0.02	0.18	0.32	0.32	0.32	0.28
6/14/2025	0.26	0.24	0.22	0.22	0.24	0.22	0.22	0.22	0.26	0.32	0.3	0.28	0.3	0.28	0.3	0.12	0	0.02	0	0	0	0	0	0
6/15/2025	0	0	0	0	0	0	0.02	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
6/16/2025	0	0	0	0	0	0	0	0.02	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
6/17/2025	0	0	0	0	0	0	0	0.02	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
6/18/2025	0	0	0	0	0	0	0	0	0.02	0	0	0	0	0	0	0	0	0	0	0.2	0.24	0.22	0.24	0.22
6/19/2025	0.22	0.24	0.22	0.24	0.22	0.22	0.24	0.22	0.22	0.24	0.22	0.24	0.24	0.22	0.24	0.24	0.24	0.24	0.22	0.24	0.24	0.22	0.24	0.22
6/20/2025	0.22	0.24	0.22	0.22	0.24	0.22	0.22	0.22	0.24	0.22	0.22	0.24	0.22	0.24	0.24	0.24	0.24	0.22	0.24	0.22	0.24	0.22	0.22	0.24
6/21/2025	0.22	0.22	0.24	0.22	0.22	0.22	0.24	0.22	0.22	0.24	0.22	0.22	0.24	0.22	0.24	0.24	0.24	0.22	0.24	0.22	0.22	0.24	0.22	0.22
6/22/2025	0.22	0.22	0.22	0.22	0.22	0.24	0.22	0.22	0.22	0.22	0.22	0.24	0.22	0.24	0.24	0.24	0.24	0.24	0.24	0.22	0.22	0.24	0.22	0.22
6/23/2025	0.22	0.22	0.24	0.22	0.22	0.22	0.22	0.22	0.24	0.22	0.22	0.24	0.22	0.24	0.24	0.24	0.22	0.24	0.24	0.22	0.22	0.26	0.26	0.22
6/24/2025	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.24	0.22	0.22	0.22	0.24	0.22	0.24	0.24	0.22	0.24	0.24	0.24	0.22	0.22	0.24	0.22	0.22
6/25/2025	0.22	0.24	0.22	0.22	0.22	0.22	0.22	0.22	0.24	0.22	0.24	0.24	0.02	0	0.02	0	0	0	0	0	0.18	0.22	0.24	0.22
6/26/2025	0.22	0.24	0.22	0.22	0.22	0.24	0.22	0.22	0.22	0.24	0.22	0.24	0.24	0.22	0.24	0.24	0.26	0.22	0.24	0.22	0.24	0.22	0.24	0.26
6/27/2025	0.24	0.22	0.22	0.24	0.22	0.22	0.22	0.24	0.22	0.22	0.24	0.22	0.24	0.22	0.24	0.24	0.24	0.24	0.22	0.24	0.22	0.24	0.22	0.22
6/28/2025	0.24	0.22	0.22	0.24	0.22	0.22	0.22	0.24	0.22	0.22	0.24	0.22	0.24	0.22	0.24	0.24	0.24	0.24	0.22	0.24	0.22	0.24	0.22	0.24
6/29/2025	0.22	0.22	0.24	0.22	0.22	0.24	0.22	0.22	0.24	0.22	0.24	0.22	0.24	0.06	0	0	0	0	0	0.04	0.24	0.22	0.24	0.22
6/30/2025	0.22	0.24	0.22	0.22	0.24	0.22	0.26	0.22	0.22	0.24	0.22	0.24	0.22	0.24	0.24	0.28	0.32	0.24	0.28	0.18	0	0	0	0
7/1/2025	0	0.02	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
7/2/2025	0	0.02	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
7/3/2025	0	0.02	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
7/4/2025	0	0.02	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
7/5/2025	0	0.02	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
7/6/2025	0	0.02	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0.24	0.24	0.22	0.24	0.22
7/7/2025	0.24	0.22	0.24	0.22	0.24	0.22	0.24	0.22	0.24	0.22	0.24	0.24	0.22	0.24	0.24	0.24	0.24	0.24	0.24	0.22	0.24	0.22	0.24	0.22
7/8/2025	0.22	0.24	0.22	0.24	0.22	0.24	0.22	0.22	0.24	0.22	0.24	0.22	0.24	0.24	0.24	0.22	0.24	0.24	0.22	0.24	0.22	0.24	0.22	0.24
7/9/2025	0.22	0.24	0.22	0.24	0.22	0.22	0.24	0.22	0.24	0.22	0.26	0.24	0.24	0.22	0.24	0.24	0.24	0.24	0.24	0.22	0.24	0.22	0.24	0.22
7/10/2025	0.24	0.22	0.22	0.24	0.22	0.22	0.22	0.22	0.24	0.22	0.1	0	0	0	0.02	0	0	0.02	0.24	0.22	0.24	0.22	0.24	0.22
7/11/2025	0.22	0.24	0.22	0.22	0.22	0.22	0.24	0.22	0.24	0.24	0.24	0.22	0.24	0.24	0.22	0.24	0.24	0.24	0.24	0.22	0.22	0.24	0.22	0.24

[illegible]

Statement of Account– Account Number: 036-522-1706

Process Date	Description	Read Date	Debit (\$)	Credit (\$)	Balance (\$)
08/13/25	Bill Gas	08/12/25	169.94		5381.63
07/31/25	Payment			148.85	5211.69
07/14/25	Bill Gas	07/11/25	148.85		5360.54
06/12/25	Bill Gas	06/11/25	174.84		5211.69
05/13/25	Bill Gas	05/12/25	177.80		5036.85
05/02/25	AMP Debit		4412.84		4859.05
04/14/25	Bill Gas	04/11/25	85.23		446.21
03/14/25	Bill Gas	03/13/25	160.28		360.98
03/10/25	Rtn Item		200.70		200.70
03/04/25	Payment			200.70	0.00
02/12/25	Bill Gas	02/11/25	208.77		200.70
02/10/25	Payment			210.00	8.07-
01/14/25	Bill Gas	01/13/25	202.30		201.93
01/08/25	Payment			200.00	0.37-
12/13/24	Bill Gas	12/12/24	202.94		199.63
12/04/24	Payment			200.00	3.31-
11/13/24	Bill Gas	11/12/24	196.69		196.69
11/01/24	Payment			152.42	0.00
10/11/24	Bill Gas	10/10/24	152.42		152.42
10/08/24	Payment			111.18	0.00
09/12/24	Bill Gas	09/11/24	111.18		111.18
08/30/24	AMP Credit			7564.89	0.00

EXHIBIT V



ACCOUNT NUMBER 036 522 1706 2

SERVICE FOR
DELIA LOVELL
325 EMERALD DR
LK ARROWHEAD CA 92352

DATE MAILED Jul 15, 2025

Page 1 of 3

1-800-427-2200 *English*
1-800-342-4545 *Español*
1-800-252-0259 *TTY*
M-F, 7am-8pm Sat, 7am-6pm
24 Hour Emergency Services Available
socialgas.com

H

SoCalGas - Exhibit V



Past Due Payment Notice

Account**Past Due**

To avoid disconnection of your service, a minimum payment of \$5,211.69 must be received before 5pm on July 30, 2025.

In case of disconnection for nonpayment, you will need to pay \$5,211.69.

Service may not be restored on the day your payment is received. Our field personnel can only accept credit card payments when visiting customers for collection orders.

To find out more about the availability of financial assistance programs, or to see if you qualify for Past Due Bill Forgiveness through our Arrearage Management Plan, please visit www.socialgas.com/assistance.



You are currently receiving the CARE discount. The discount now appears as a separate credit on your bill.

Account Summary

Amount of Last Bill	\$5,211.69
Payment Received	- .00
Current Charges	+ 148.85
Total Amount Due	\$5,360.54



This bill reflects modified gas charges due to a rate change.

Current Charges

Rate: GR - Residential Climate Zone: 3 Baseline Allowance: 13 Therms
Meter Number: 13557249 (Next scheduled read date Aug 12 2025) Cycle: 9

(Continued on next page)

To avoid disconnect, \$5,211.69 must be received by Jul 30, 2025

Payment Options \$

Online: Register or sign into MyAccount at myaccount.socialgas.com (Active accounts only).

Home banking: Pay through your banking institution.

Direct Debit: Print application at socialgas.com or call 1-800-427-2200 for an application by mail.

Pay by Phone: If already enrolled, call 1-800-427-2700 to authorize a payment.

By Mail: Mail your check or money order, along with the payment stub in the enclosed envelope.

Credit/Debit Cards or Electronic Check: Accepts all major credit/debit cards or electronic check. A \$1.50 convenience fee applies. Contact BillMatrix at 1-800-232-6629 or visit socialgas.com.

In Person: Visit socialgas.com/PaymentLocations

If you require extra heating at home for medical reasons, you could qualify for the Medical Baseline Allowance Program. This program provides additional natural gas at the lowest rate. Apply at socialgas.com/Medical

PLEASE KEEP THIS PORTION FOR YOUR RECORDS. (FAVOR DE GUARDAR ESTA PARTE PARA SUS REGISTROS.)

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT. (FAVOR DE DEVOLVER ESTA PARTE CON SU PAGO.)



SERVICE ADDRESS 325 EMERALD DR LK ARROWHEAD CA 92352

DELIA LOVELL
468 N CAMDEN DR
PMB 200
BEVERLY HILLS CA 90210-4507Save Paper &
Postage
PAY ONLINE
socialgas.comACCOUNT NUMBER
036 522 1706 2

	DUE BY	AMOUNT DUE
Previous Balance	Jul 30	\$5,211.69
Current Charges	Aug 4	\$148.85
Total Amount Due		\$5,360.54

Please enter amount enclosed.

\$

**ACCOUNT
PAST DUE**
To avoid disconnect
\$5,211.69 must be received
before 5pm Jul 30, 2025Write account number on check and
make payable to SoCalGas.SoCalGas
PO BOX C
MONTEREY PARK CA 91756-5111

80 0365221706 00536054 22

0365221706 0001488520

CY 09 7706 0396



ACCOUNT NUMBER 036 522 1706 2

AMOUNT DUE

\$5,360.54

Request a large print bill:
1-877-238-0092

DATE MAILED Jul 15, 2025

Page 2 of 3

1-800-427-2200 *English*1-800-342-4545 *Español*1-800-252-0259 *TTY*

M-F, 7am-8pm Sat, 7am-6pm

24 Hour Emergency Services Available

socialgas.com

Billing Period	Days	Meter Number	Current Reading	Previous Reading	Difference	Billing Factor	BTU Factor	Total Therms
06/11/25 - 07/11/25	30	13557249	2683	2580	103	0.841	1.023	89

GAS CHARGES

Amount(\$)

Customer Charge 30 Days x \$.16438 4.93

Gas Transportation (Details below) 89 Therms

	Baseline	Over Baseline
Therms used	13	76
Rate/Therm	\$1.16186	\$1.64567
Charge	\$15.10	+ \$125.07

= 140.17

Gas Commodity 89 Therms x \$.35943 31.99

Transportation Charge Adj 89 Therms x \$.00062 -.06

CARE Program Discount -35.41

Total Gas Charges \$141.62*SoCalGas' gas commodity cost per therm for your billing period:*

Jul. \$.40140 Jun \$.33513

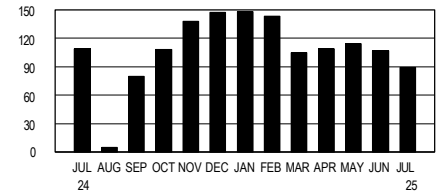
TAXES & FEES ON GAS CHARGES

Amount(\$)

State Regulatory Fee 89 Therms x \$.00250 .22

CARE Public Purpose Surcharge 89 Therms x \$.07879

7.01

Total Taxes and Fees on Gas Charges \$7.23**Total Current Charges \$148.85****Usage History (Total Therms used)**

	Jul 24	Jun 25	Jul 25
Total Therms used	109	107	89
Daily average Therms	3.6	3.6	3.0
Days in billing cycle	30	30	30

Your Usage: 89 Therms**BASELINE**

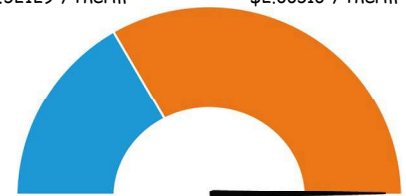
13 Therms

\$1.52129 /Therm

OVER BASELINE

76 Therms

\$2.00510 /Therm



The pricing illustrated above represents cost per therm for Baseline and Over Baseline. Actual prices may vary as some credits, discounts and taxes are not added.

SoCalGas Payment Locations

Authorized Payment Agencies - Call the Self Service Options number 1-800-772-5050 for the addresses of payment agencies in your area or visit socialgas.com/PaymentLocations

Company Offices - Business Hours: Monday - Friday 9am - 5pm

Alhambra, 333 E. Main St. Suite J
Anaheim, 716 S. State College Blvd.
Banning, 60 E. Ramsey St. #A
Commerce, 5708 E. Whittier Blvd.
Compton, 700 N. Long Beach Blvd.
Corona, 341 S. Lincoln Ave. #A
Covina, 932 N. Citrus Ave.
Delano, 1227 Jefferson St.
Dinuba, 239 E. Tulare St.
El Centro, 1111 W. Main St.
El Monte, 11912 Valley Blvd., Suite B
Fontana, 9781 Sierra Ave. #C
Glendale, 919 S. Central Ave. #B
Hanford, 420 N. 11th Ave. #105
Hemet, 280 E. Stetson Ave.

Hollywood, 1811 Hillhurst Ave.
Huntington Park, 5916 Pacific Blvd.
Indio, 45123 Towne Ave.
Inglewood, 3530 W. Century Blvd. Ste. 102
Lancaster, 2065 W. Avenue K
Lompoc, 128 S. "H" St.
Los Angeles, 3739 Crenshaw Blvd. #C
Los Angeles, 4619 S. Central Ave.
Los Angeles, 2522 N. Daly St.
Ontario, 962 N. Mountain Ave.
Oxnard, 1640 E. Gonzales Rd.
Pasadena, 1214 E. Green St. #102
Pomona, 196 E. 3rd St.
Porterville, 59 W. Thurman Ave.

Riverside, 7000 Indiana Ave. #105
San Bernardino, 1136 N. Mount Vernon Ave. #305
San Fernando, 444 S. Brand Blvd. Suite 101
San Luis Obispo, 2240 Emily St. Suite 140
San Pedro, 1851 N. Gaffey St. Suite A
Santa Ana, 738 S. Harbor Blvd.
Santa Barbara, 134 E. Victoria St.
Santa Fe Springs, 11516 Telegraph Rd.
Santa Maria, 550 E. Betteravia Rd. Suite B
South Gate, 3530 Tweedy Blvd.
Van Nuys, 6550 Van Nuys Blvd.
Visalia, 1305 E. Noble Ave.
Watts, 1665 E. 103rd St.

Drop Box Location

Burbank, Public Service Department,
164 W. Magnolia Blvd.

SoCalGas: Delivering affordable, clean and increasingly renewable energy to more than 21 million Californians.



AMOUNT DUE

\$5,360.54

Request a large print bill:
1-877-238-0092

1-800-427-2200 *English*1-800-342-4545 *Español*1-800-252-0259 *TTY*

M-F, 7am-8pm Sat, 7am-6pm

24 Hour Emergency Services Available

socalgas.com

Things You Should Know About Termination of Service

Payment Arrangements - If you cannot pay this bill by the expiration date of this notice, please call us to discuss payment arrangements or to obtain information on the availability of financial assistance. If we do not offer payment arrangements and if you are still unable to pay, you may write to the California Public Utilities Commission, State Office Building, 505 Van Ness Avenue, Room 2003, San Francisco, CA 94102. To contact the California Public Utilities Commission by telephone call 1-800-649-7570 or email: consumer-affairs@cpuc.ca.gov. For the Hearing and Speech Impaired-TTY 1-800-229-6846.

You will not be required to send a deposit with your letter. Please notify your local office if you write to the Commission.

The Commission will report its resolution to you and us in writing within 10 days of receiving your letter. If the above procedure is not followed within the time limit shown, your gas may be turned off for non-payment. If your service is turned off, full payment of the bill will be required before service will be turned on.

Arrearage Management Plan (AMP) - Past due bill forgiveness may be available to eligible residential CARE customers through the Arrearage Management Plan. Qualifying customers may have 1/12th of their eligible debt forgiven every time a current bill is paid in full and on time over a period of 12 months. Specific qualifications, frequently asked questions and ways to apply can be found at www.socalgas.com/forgiveness.

Tenant Notification - When we know that residential tenants are served through a master meter, we will attempt to notify the tenants at least 15 days before the date of turn off. Tenants have the right to become our customers without paying the landlord's past due bills.

Disconnection Policy - If you have moved and have failed to pay a bill at your old address, we may turn off the gas at your new address for non-payment if that bill is not paid within 19 days of mailing to your new address.

If you have gas service at more than one address, and a bill for service at one address is not paid within 19 days of mailing, we may turn off the gas to all your addresses. We will not turn off gas to a residence for unpaid bills for other classes of service. We will not turn off your gas for non-payment if you establish to our satisfaction that such action would be especially dangerous to the health of an occupant of your home*, or that a permanent resident of your home is elderly (65 or older) or handicapped* and you are unable to pay the amount due but are willing to arrange installment payments satisfactory to us.

* We may ask for certification by a licensed physician, public health nurse or social worker.

Other Policies and Notices

Electronic Check Processing - When you pay your bill by check, you authorize us to electronically process your payment. If your check is processed electronically, your checking account may be debited on the same day we receive the check. Your check will not be returned by your bank, however, the transaction will appear on your bank statement. *If you do not wish to participate in this program, please have your account number ready and call 1-877-272-3303.*

Closing your Gas Service - We require two (2) working days and access to the meter to close your gas service.

Public Utilities Commission Notice - If you believe there is an error on your bill or have a question about your service, please call SoCalGas customer support at 1-800-427-2200. If you are not satisfied with SoCalGas response, submit a complaint to the California Public Utilities Commission (CPUC) by visiting www.cpuc.ca.gov/complaints/. Billing and service complaints are handled by the CPUC's Consumer Affairs Branch (CAB), 505 Van Ness Avenue, Room 2003, San Francisco CA 94102. Phone: 1-800-649-7570.

If you have limitations hearing or speaking, dial 711 to reach the California Relay Service, which is for those needing assistance relaying telephone conversations. Dial one of the numbers below to be routed to the California Relay Service provider in your preferred mode of communication.

California Relay Service Phone Numbers:

Type of Call	Language	Toll-Free 800 Number
TTY/VO/HCO to Voice	English	1-800-735-2929
	Spanish	1-800-855-3000
Voice to TTY/VO/HCO	English	1-800-735-2922
	Spanish	1-800-855-3000
From or to Speech-to-Speech	English & Spanish	1-800-854-7784

To avoid having service turned off while waiting for the outcome of a complaint to the CPUC specifically regarding the accuracy of your bill, please contact CAB for assistance. If your case meets the eligibility criteria, CAB will provide you instructions on how to mail a check or money order to be impounded pending resolution of your case. You must continue to pay your current charges while your complaint is under review to keep your service turned on.

Other Important Phone Numbers



For the following, call
Monday - Friday, 8 a.m. - 5 p.m.:

粵語: 1-800-427-1420

한국어: 1-800-427-0471

國語: 1-800-427-1429

Tiếng Việt: 1-800-427-0478

Self Service Options available 24

hours a day, 7 days a week 1-800-772-5050

For information regarding payment arrangements, office locations, account balance, billing recap, duplicate bill, Residential Past Due Bill Forgiveness through the Arrearage Management Plan, and CARE applications for income qualified customers.

Contact 811 two days before digging to have utility-owned lines identified and marked. Visit socalgas.com/811 or dial 811.

Billing Term Definitions

Baseline - Amount of gas billed at the lowest residential rate.

Billing Factor - Adjusts the amount of gas measured for differences in delivery pressure, altitude, and meter calibration.

BTU Factor - Adjusts the amount of gas measured to reflect the heating content of gas.

Climate Zone - Weather zone in which a customer lives. Colder zones receive more baseline allowance.

Gas Commodity Charge - Cost of gas purchased by SoCalGas on behalf of its customers.

Public Purpose Surcharge - Charge to fund Public Purpose Programs such as California Alternate Rates for Energy (CARE), Energy Savings Assistance Program (ESAP), energy efficiency and research and development. CARE customers pay a reduced surcharge which excludes CARE program costs.

State Regulatory Fee - A fee used to fund the California Public Utilities Commission. Each customer's fee is determined by the number of therms used.