STATE OF CALIFORNIA GAVIN NEWSOM, *Governor*

PUBLIC UTILITIES COMMISSION
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SAN FRANCISCO, CA 94102-3298

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TO PARTIES OF RECORD IN APPLICATION 25-05-001:

This is the proposed decision of Administrative Law Judge Carolyn Sisto. Until and unless the Commission hears the item and votes to approve it, the proposed decision has no legal effect. This item may be heard, at the earliest, at the Commission's December 3, 2026, Business Meeting. To confirm when the item will be heard, please see the Business Meeting agenda, which is posted on the Commission's website 10 days before each Business Meeting.

Parties of record may file comments on the proposed decision as provided in Rule 14.3 of the Commission's Rules of Practice and Procedure.

The Commission may hold a Ratesetting Deliberative Meeting to consider this item in closed session in advance of the Business Meeting at which the item will be heard. In such event, notice of the Ratesetting Deliberative Meeting will appear in the Daily Calendar, which is posted on the Commission's website. If a Ratesetting Deliberative Meeting is scheduled, *ex parte* communications are prohibited pursuant to Rule 8.2(c)(4).

/s/ MICHELLE COOKE
Michelle Cooke
Chief Administrative Law Judge

MLC:hma
Attachment

Decision **PROPOSED DECISION OF ALJ SISTO (Mailed 11/2/2026)**

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

Application of Southern California Gas Company (U 904 G) for Approval of the Branch Offices Closure Proposal.	Application 25-05-001

DECISION GRANTING IN PART THE APPLICATION OF SOUTHERN CALIFORNIA GAS COMPANY FOR APPROVAL OF THE BRANCH OFFICES CLOSURE PROPOSAL

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Attachment A - SoCalGas Letter Regarding the Permanent Closure of the Wilmington Branch Office dated August 22, 2024

Summary

This decision identifies branch offices Southern California Gas Company (SoCalGas) must continue to operate, and defines how ratepayer-funded customer services shall be provided throughout the utility's service area where branch offices are authorized to close. It also directs SoCalGas to track and report any ratepayer savings related to the branch office closures authorized in this decision.

We authorize SoCalGas to close 22 of its existing branch offices. These offices have lower transaction volumes and authorized payment location coverage nearby. We also recognize the prior involuntary closure of its Wilmington branch office.

We direct SoCalGas to retain existing operations at 20 branch offices. These include the eight branch offices the utility identifies as serving a high concentration of customers enrolled in the California Alternative Rates for Energy Program, and the 12 branch offices that reflect the highest volume of transactions, based on data the utility provided.

Application 25-05-001 is closed.

1. Southern California Gas Company Proposal

In Application (A.) 25-05-001, Southern California Gas Company (SoCalGas) seeks authorization to close all its remaining branch offices. These 43 offices currently provide customers the ability to pay their gas bills in person, seek information from utility-trained workers about their gas bills, and complete other actions related to gas service provided by SoCalGas.

We note there are currently only 42 branch offices operating in SoCalGas's service territory, and take notice of the August 22, 2024, letter to former Commission Executive Director Rachel Peterson notifying the Commission that

SoCalGas's branch office at 929 N. Avalon Boulevard, Wilmington, CA 90744 was involuntarily closed due to the termination of the lease by the landlord at that location. This letter is provided as Attachment A and parties had the opportunity to review it during their review of the proposed decision issued in this proceeding.

SoCalGas asserts its branch offices are high-cost assets when compared to other customer service channels, such as authorized payment locations or the utility's customer contact center internet or phone services. SoCalGas also asserts its branch offices have been underutilized in recent years, particularly during the COVID-19 pandemic. SoCalGas asserts closure of its branch offices would result in annual savings, stating that the average cost of processing a bill payment transaction in one of its existing branch offices is approximately $13.34, or about 31 percent of an average residential customer bill in 2024.[1]

SoCalGas states it has filed multiple applications seeking to decrease the utility's in-person services provided by its branch offices since 1991.[2] The utility notes that its branch offices have a high cost-per-transaction impact compared to the other options SoCalGas offers for customer service, which do not require in-person service at a physical location.[3]

This decision weighs the potential customer savings related to authorizing SoCalGas to close its remaining branch offices based on (1) the impact on customers who may lack access to nearby or necessary services that require in-person support; and (2) the actual cost benefits the utility's customers may receive related to the cost savings the utility projects to occur.

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[1] A.25-05-001 at 2, and Exhibit SoCalGas-01 at 2-7.

[2] A.25-05-001 at 2-5.

[33] A.25-05-001 at 2, and Exhibit SoCalGas-01 Aragon Supporting Testimony at 6.

1.1. Procedural Background

The Small Business Utility Advocates (SBUA); the Utility Workers of America, AFL-CIO, Local 132 and International Chemical Workers Union Locals 350c, 478c, and 995c (collectively, the Unions); and The Utility Reform Network (TURN) filed protests to A.25-05-001 on June 2, June 10, and June 11, 2025, respectively. Parties expressed concerns regarding the ability of all customers to pay their gas bills online or at other locations, particularly those that may require in-person service. The parties also raised concerns related to the current workers at SoCalGas's branch offices that may not be employed if this application is approved.

The assigned Administrative Law Judge (ALJ) granted the Public Advocates Office at the California Public Utilities Commission's (Cal Advocates) motion for party status on June 13, 2025.

SoCalGas, SBUA, and Cal Advocates filed Prehearing Conference Statements on July 10, 2025.

SoCalGas stated that evidentiary hearing is not necessary because the protests and responses to its application did not raise any disputed material issues of fact. SBUA requested the Commission provide more time for parties to review SoCalGas's proposal, and suggested evidentiary hearing may be necessary. Cal Advocates did not oppose SoCalGas's application nor its proposed schedule excluding evidentiary hearing.

A prehearing conference (PHC) was held on July 11, 2025, to address the issues of law and fact, determine the need for hearing, set the schedule for resolving the matter, and address other matters as necessary. During the PHC, the Unions suggested that SoCalGas's proposal to close all branch offices should be considered under its legal obligation under the Public Utilities Code (Pub.

Util. Code) Section 451, which requires investor-owned utilities (IOUs) to "furnish and maintain such adequate, efficient, just, and reasonable service, instrumentalities, equipment, and facilities… as are necessary to promote the safety, health, comfort, and convenience of its patrons, employees, and the public."[4]

Six public participation hearings (PPH) sessions were conducted. Four occurred in two different locations in SoCalGas's service territory in January and February 2026, and the last two occurred virtually on February 6, 2026.

On February 11, 2026, the Unions filed a motion seeking leave to supplement their direct testimony. SoCalGas opposed the Union's motion. The assigned ALJ issued an email ruling dated February 17, 2026, denying the Union's motion, finding the matter had not yet been submitted, so additional evidence would be considered admissible but the request to supplement or amend direct testimony was not procedurally correct.

The assigned ALJ issued a ruling on April 23, 2026, directing SoCalGas to work with parties to compile and serve a proposed joint exhibit list. That proposed joint exhibit list was filed on May 7, 2026, and a ruling admitting the proposed exhibit list into the evidentiary record was issued by the assigned ALJ on May 15, 2026.

1.2. Submission Date

This matter was submitted on May 15, 2026, upon the ALJ's ruling canceling evidentiary hearing, revising the procedural schedule, and identifying the evidence admitted in this proceeding.[5]

[4] A.25-05-001 PHC Transcript dated July 11, 2025, at 14-15.

[5] The exhibit list for A.25-05-001 was included in Attachment 2 of the May 15, 2026, ALJ Ruling.

2. Issues Before the Commission

The issues in this proceeding were identified in the Assigned Commissioner's Scoping Memo and Ruling dated August 18, 2025. The issues are summarized and reordered to track their order of resolution in this decision:

1. How would SoCalGas's proposal to close its remaining branch offices affect its ability to provide its customers just and reasonable service, pursuant to Pub. Util. Code Section 451?[6]
2. What options will be provided by SoCalGas to ensure customers can talk in person, or with assistance, to someone fully trained to provide guidance about service-related issues that arise with their SoCalGas account(s)?[7]
3. Will customers that rely on alternate payment locations face additional fees?[8]
4. How would the proposed closure of SoCalGas's branch offices impact customers, including, but not limited to, low-income, elderly, disabled, or otherwise vulnerable customers, or customers located in Environmental or Social Justice (ESJ) Communities?[9]
5. What is the estimated rate impact across customer classes for closure of the 43 existing SoCalGas branch offices, if any?[10]
6. Did SoCalGas complete adequate outreach about its proposal before filing A.25-05-001 with the Commission?[11]

[6] Scoping Memo Issue no. 1.

[7] Scoping Memo Issue nos. 2, 3.

[8] Scoping Memo Issue no. 5.

[9] Scoping Memo Issue no. 10.

[10] Scoping Memo Issue no. 4.

[11] Scoping Memo Issue no. 11.

7. Is there land or property that SoCalGas expects to sell, and if so, how and when will the utility notify local Tribes and communities about the proposed sales?[12]
8. How and when will SoCalGas notify customers about branch closures and other options to seek information about their gas services?[13]
9. What data should be collected to confirm the utility complies with the directives adopted in this decision?[14]
10. Is SoCalGas's Core Fixed Cost Account the appropriate account through which the utility should track and return any cost savings from its branch office closures to ratepayers?[15]

3. Legal Standard

Pub. Util. Code Section 451 states:

Every public utility shall furnish and maintain such adequate, efficient, just, and reasonable service, instrumentalities, equipment, and facilities, including telephone facilities, as defined in Section 54.1 of the Civil Code, as are necessary to promote the safety, health, comfort, and convenience of its patrons, employees, and the public.

Section 54.1 of the California Civil Code states:

Individuals with disabilities shall be entitled to full and equal access, as other members of the general public, to accommodations, advantages, facilities, medical facilities, including hospitals, clinics, and physicians' offices, and privileges of all common carriers, airplanes, motor vehicles, railroad trains, motorbuses, streetcars, boats, or any other public conveyances or modes of transportation (whether private, public, franchised, licensed, contracted, or otherwise provided), telephone facilities, adoption agencies, private

[12] Scoping Memo Issue no. 6.

[13] Scoping Memo Issue nos. 3, 8, and 9.

[14] Scoping Memo Issue no. 12.

[15] Scoping Memo Issue no. 7.

> schools, hotels, lodging places, places of public accommodation, amusement, or resort, and other places to which the general public is invited, subject only to the conditions and limitations established by law, or state or federal regulation, and applicable alike to all persons.

4. Discussion of Branch Offices and Customer Impacts Related to Their Closures

This section describes which branch offices SoCalGas must continue to fully staff, and which branch offices the utility is authorized to close.

SBUA, TURN, and the Unions request full denial of A.25-05-001. SoCalGas and Cal Advocates support approval of the application as submitted, which would result in the closure of all 43 of the utility's remaining branch offices. All party positions are considered in the outcome of this decision.

4.1. Section 451 Obligations

SoCalGas notes that all other California IOUs have closed their branch offices, and that branch office usage dropped significantly before and during the COVID-19 pandemic. The utility states that 95 percent of branch office transactions are related to bill payments.[16] The utility notes that only two percent of all bill payment transactions occur at branch offices and that approximately 95 percent of customer transactions at branch offices are bill payments.[17]

SoCalGas conducted surveys to capture customer preferences for methods to receive utility services, which exempted utility employees and respondents that were under the age of 18.[18] The surveys did not reflect information related to SoCalGas employees that may be impacted by the branch offices closure proposal.

[16] SoCalGas Opening Brief at 6-7.

[17] Exhibit SoCalGas-01 at 5-6, 14, and Table 1-1, Table 1-4, and Table 1-9.

[18] SoCalGas Opening Brief at 17.

Further, the online survey provided by SoCalGas was only available in English and Spanish, and only physically available to customers at select branch offices rather than being conducted at all of SoCalGas's existing branch offices.[19] As TURN notes, the bill insert survey, while distributed to all of SoCalGas's customers, was limited solely to preferences related to bill payment options and did not seek customer input regarding the use of branch offices for other utility services.[20]

SBUA also notes that SoCalGas did not conduct customer surveys at all 43 branch offices and states the utility's associated analysis of those limited surveys does not meet the considerations the Commission adopted in Decision (D.) 16-06-046.[21]

The Unions state that utilities were directed to not disconnect customers due to their failure to pay in 2020 through 2021, given the stress of the COVID-19 pandemic. The Unions suggest that after the disconnection moratorium ended, more customers have sought in-person services from branch office locations.[22]

The Unions also state that customers participating in the California Alternative Rates for Energy (CARE) Program are roughly twice as likely to use branch offices than non-CARE customers, and that of customers in the eight branch offices SoCalGas surveyed, 64 percent responded in Spanish, 40 percent were 55 or older, 58 percent had an annual household income lower than $50,000, 25 percent had a household member with a disability, 50 percent were CARE-enrolled (8 percent unsure), and 10 percent lacked internet (19 percent of

[19] Exhibit SoCalGas-01 at JSA-12, JSA-25.

[20] TURN Reply Brief at 9, citing Exhibit SoCalGas-01 at JSA-23.

[21] SBUA Reply Brief at 5-6, citing D.16-06-046 at 7.

[22] Unions Opening Brief at 11-12.

whom were 55 or older). The Unions state this data confirms customers that need additional assistance are most likely to utilize branch offices for more personalized support.[23]

The Unions note that Pacific Gas and Electric Company received approval to close its branch offices while those offices were temporarily closed due to the COVID-19 pandemic, and that customer service representatives that used to staff its branch offices would be reassigned to focus on targeted customer outreach to support PG&E's customers. The Unions also identify instances where customers of Southern California Edison Company have arrived at SoCalGas branch offices, seeking information about the nearest branch office.[24]

SBUA notes that alternate payment locations are, in essence, substitute options for customers to pay bills if they cannot utilize electronic or telephonic methods or access payment kiosks. However, SBUA argues that alternate payment locations cannot assist customers with service-related issues including service activation, account disputes, CARE enrollment, meter requests, or most other non-payment matters.[25]

TURN further notes numbers provided by SoCalGas, as supported by information the utility provided to the Unions, that show non-payment transactions at branch offices have increased from 38,091 in 2022 to 66,360 in 2024, which puts non-payment-related branch office transactions in range of the approximately 70,000 non-payment-related branch office transactions recorded pre-pandemic (2016-2019).[26]

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[23] Unions Reply Brief at 5, footnote 1.

[24] Unions Reply Brief at 13-14.

[25] SBUA Opening Brief at 12-14.

[26] Exhibit SoCalGas-01 at JSA-14, Table 1-9; Exhibit Unions-33 1-2.

We agree with TURN and SBUA that the online surveys, bill inserts, and additional surveys physically available to customers solely at eight select branch offices, rather than all the existing 43 branch offices, does not reflect the full population of customers that currently utilize branch offices. The surveys therefore do not reflect the full impact of branch office closures for SoCalGas customers and are not persuasive evidence for closing all 42 locations. Accordingly, we direct SoCalGas to keep 20 offices open and authorize SoCalGas to close 23 offices.

SoCalGas shall also update its office locator, customer notices, customer contact center scripts, and alternate payment location information to reflect the branch offices that will remain open and available fee-free alternate payment locations that provide secure money transfer options before any closure of existing branch offices.

4.1.1. Branch Offices to Remain Open

We require SoCalGas to keep open 20 of the 43 branch offices it requested to close. These are listed below and reflect branch offices that are highly utilized based on the record of this proceeding and are necessary to ensure just and reasonable service pursuant to Section 451.

SoCalGas identified eight branch offices that serve a high concentration of CARE customers, have higher transaction volumes, and have significant geographic diversity.[27] We also identify SoCalGas's highest transaction volume branch offices, where most customers accessing the branch offices may not have

[27] Exhibit SoCalGas-01 at JSA-27. The eight identified offices were Commerce, El Centro, Fontana, Huntington Park, Oxnard, Porterville, San Bernardino, and Santa Ana. SoCalGas's online survey confirms that branch users skew heavily vulnerable, with 77% CARE enrolled, 44% age 65 or older, 64% with household income of $50,000 or less, and 30% with a household member with a disability (Exhibit SoCalGas-01 Table 1-13).

a comparable alternative to pay bills or ask questions in person. The 20 branch offices identified in Table 1 below either serve a high concentration of CARE customers, or have the highest volume of customer visits, and therefore have the lowest cost per customer transaction.[28]

TABLE 1: Locations of SoCalGas Branch Offices that Must Remain Open

	Status	Branch Office Location
1	High CARE Concentration[29]	Commerce
2	High CARE Concentration	El Centro
3	High CARE Concentration	Fontana
4	High CARE Concentration	Huntington Park
5	High CARE Concentration	Oxnard
6	High CARE Concentration	Porterville
7	High CARE Concentration	San Bernardino
8	High CARE Concentration	Santa Ana
9	High Transaction Volume	Central
10	High Transaction Volume	Crenshaw
11	High Transaction Volume	Van Nuys
12	High Transaction Volume	San Fernando
13	High Transaction Volume	Riverside
14	High Transaction Volume	Lompoc
15	High Transaction Volume	El Monte
16	High Transaction Volume	Delano

[28] Exhibit SoCalGas-01 Table 1-7.

[29] Exhibit SoCalGas-01, JSA-27.

17	High Transaction Volume	Inglewood
18	High Transaction Volume	Watts
19	High Transaction Volume	Glendale
20	High Transaction Volume	Anaheim

The Commission has previously granted SoCalGas's request to close some branch offices but also directed SoCalGas to evaluate the utilization of branch offices, with a focus on low-income customers, as well as the availability and location of effective and comparable service alternatives.[30]

SoCalGas's capability of providing reasonably comparable alternatives to continue operations at the branch offices identified in Table 1, above, are not clear in the record of this proceeding.[31] These 20 branch offices provide options to customers that require more customized services, including those that lack access to internet services, are elderly, or have additional needs that necessitate more direct interactions with representatives that are aware of the utility's customer service options.[32] This decision also identifies requirements SoCalGas must meet to ensure there are alternatives for the customers that would otherwise use the SoCalGas branches we authorize the utility to close.

[30] D.16-06-046 at 2 "[T]he Commission has considered whether customers would have reasonably comparable alternatives to the level of service offered by a branch office if the branch office were to close."

[31] In D.16-06-046 at 7, "the Commission questioned whether the impact of closing branch offices would fall disproportionately on customers who are low-income, elderly, or who have disabilities."

[32] *See, e.g., for example* Transcript of the February 6, 2026, PPH at 329-335; 356-360.

4.1.2. Branch Offices Authorized to Close

The SoCalGas branch offices listed below see lower transaction volumes, appear to be payment-dominant, and each has at least two alternate payment locations within four miles of the existing branch office.

We find it reasonable to authorize SoCalGas to close the following 22 branch offices given that customers have not been regularly utilizing them and that there are nearby alternate payment locations. The Wilmington location is also listed below because it was included in SoCalGas's application, but it was involuntarily closed in September 2024 and is authorized to close by this decision.

	Branch Office Location
1	Alhambra
2	Ontario
3	South Gate
4	Hanford
5	Indio
6	Santa Fe Springs
7	Pasadena
8	Covina
9	Pomona
10	Dinuba
11	Visalia
12	Lancaster
13	Corona

14	Santa Maria
15	Hemet
16	San Pedro
17	Hollywood
18	Banning
19	Daly
20	Compton
21	Santa Barbara
22	San Luis Obispo
23	Wilmington[33]

4.2. Options for Customers Other Than Branch Offices

SoCalGas suggests it will leverage existing partnerships with community-based organizations and faith-based organizations to provide reasonable alternative options and better communicate its plan to close branch offices to customers.[34] SoCalGas notes these relationships will help communicate information regarding the branch office closures to low-income customers, elderly or disabled customers, and customers that may otherwise be affected by

[33] SoCalGas's Wilmington Branch office was involuntarily closed in September 2024. SoCalGas-01 at 4.)

[34] Exhibit SoCalGas-01 at JSA-31, footnote 74 states "SoCalGas will use the list from the CBOs identified in the COVID Bill Debt OIR (Rulemaking 21-02-014) as required by the Commission in D.21-06-036, Ordering Paragraph 8," and Exhibit SoCalGas-01 at JSA-22, footnote 54 states the CBOs and FBOs are also identified in D.21-06-015.

the closures.[35] SoCalGas points to the definition of vulnerable customers the Commission adopted in D.16-06-046 as those customers that are low-income, elderly, and/or disabled, and in this proceeding, SoCalGas also includes medical baseline customers as "vulnerable."[36]

In D.16-06-046, the Commission raised concerns that the sole usage of alternative payment locations and SoCalGas's customer contact center options for customer interactions may be inadequate, and that the branch offices closure process does not provide sufficient information about specific customer needs and preferences.[37]

Those concerns remain in this proceeding, as discussed below.

In Appendix G of A.25-05-001, SoCalGas notes that its online survey results suggest a high number of customers that responded to the survey indicated they would be more comfortable paying bills in person, and that while 42 percent of survey respondents may feel comfortable paying at an alternate payment location, 27 percent of respondents would not agree to complete bill payments at an alternate payment location.[38] Despite this data, SoCalGas argues that customers may utilize alternative options if the Commission adopts its proposal, such as the customer contact center, alternative payment locations, and drop boxes. SoCalGas has suggested its telephonic and virtual customer contact

[35] Exhibit SoCalGas-01 at 2. SoCalGas defines exclusive branch office customers as "customers who only use branch offices to pay their bills during a 12-month period and did not use any other payment channel during that same time period."

[36] D.16-06-046 at 26, and Exhibit SoCalGas-01 at 2, including footnote 5.

[37] D.16-06-046 at 49.

[38] A.25-05-001 Appendix G at 6-7, and 16. We note that these survey results only reflect responses from 400 customers at eight existing branch offices.

center options will provide an alternative to customers that require more personalized service than would be available at alternate payment locations.

TURN recommends SoCalGas monitor and report the use of its customer contact center options, and to collect and report demographic data related to branch offices to better understand the reasons customers use branch offices for reasons other than bill payment.[39] The Unions also point to directives the Commission adopted in D.16-06-046, that require SoCalGas to screen branch offices where closures would disproportionately impact low-income, elderly, and/or disabled customers.[40] As the Unions note:

> Though the demographic data collected in these surveys suggest that vulnerable customer populations *are* overrepresented in the pool of branch offices users: in the branch office intercept survey, 64 percent of respondents completed the Survey in Spanish, 40 percent of respondents were aged 55 and older, 58 percent of respondents had a gross annual household income below $50,000, 25 percent of respondents had someone in their household with a disability, 50 percent of respondents are enrolled in CARE and another 8 percent were not sure if they were enrolled in CARE, and a full 10 percent lacked internet access entirely (19 percent of customers aged 55 and older).[41]

TURN and the Unions recommend the Commission fully reject the application, arguing that SoCalGas has not adequately proven its alternatives to branch offices will fully meet its obligations to serve customers.[42]

TURN notes SoCalGas has not provided any analysis of how many branch office transactions might migrate to the customer contact center, and that

[39] Exhibit TURN-01 at 9-10.

[40] Unions Opening Brief dated May 29, 2026, at 3-5, citing D.16-06-046 at 49.

[41] Unions Reply Brief dated June 15, 2026, at 5, footnote 1.

[42] TURN Opening Brief at 5-7; Unions Reply Brief at 11-14.

SoCalGas has not responded to TURN's recommendation to maintain the total number of alternative payment locations *and* drop boxes in the system.[43] Specifically, TURN notes that SoCalGas has not attempted to show that maintaining the current total number of in-person payment locations is infeasible, only that it cannot keep boxes at addresses it will no longer occupy.[44]

The Unions also note the cloud-based customer contact center platform system SoCal Gas implemented in 2025 saw a 14.3 percent call abandonment rate, representing 544,557 abandoned calls.[45] SoCalGas characterizes this as an anomaly related to its post-implementation "Stabilization Period" between July and November 2025 and SoCalGas states it provided internal guidance in August 2025 to discourage the use of its customer contact center telephone options for any safety checks due concerns about increased call volumes.[46]

TURN further raises concerns the proposed branch closures at issue in this proceeding may increase the call abandonment rate beyond what was experienced during the "Stabilization Period," and that customer contact center usage could increase should all 43 existing branch offices close as proposed in A.25-05-001. TURN notes that SoCalGas has not modeled how branch offices closing could impact the usage of its customer contact center options, or what staffing adjustments it intends to undertake to support an increase in volume of non-payment transactions that will migrate to its customer contact center in order to maintain acceptable service levels.[47]

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[43] TURN Reply Brief at 2.

[44] TURN Reply Brief at 2, citing SoCalGas Opening Brief at 12-13.

[45] Unions Opening Brief at 20.

[46] Unions Opening Brief at 20.

[47] TURN Reply Brief at 11.

Specifically, TURN and the Unions reference the customer contact center abandonment rate, which reflects times where customers hung up after a long wait period, increased by 160 percent in 2025, and that between January through March 2026, 125,749 calls were abandoned based on customer wait times.[48]

We recognize that SoCalGas intends to provide options, such as alternative payment locations and customer contact centers, to enable customers to talk in person to qualified SoCalGas personnel. However, we are persuaded by intervenors' comments that these options are not sufficient to support closing all locations. Accordingly, we direct SoCalGas to keep 20 locations open that provide in person services at the locations identified in this decision.

4.3. Additional Fees

The record of this proceeding shows that customers using alternate payment locations in SoCalGas's service territory have faced fees of $1.50 to $3.00, plus the $1.50 per transaction online card fee.[49]

SoCalGas, and any community-based or faith-based organization partners the utility works with to provide information about payment options beyond branch offices, must identify which locations and payment options the utility intends to mitigate any third-party transaction fees. This is necessary to ensure customers do not face unexpected costs when utilizing an alternate payment location or other third-party payment service, including the customer contact center.

[48] TURN Reply Brief at 3; Unions Opening Brief at 20, citing Unions-02.

[49] Unions Opening Brief at 20-21; TURN Reply Brief at 11-13.

4.4. Impact on Vulnerable Customers and ESJ Communities

The closure of branch offices will result in customers who relied on those offices necessarily traveling farther to complete transactions should they prefer to conduct business in person. It is reasonable to assess the impact of this closure on low-income, elderly, disabled, or otherwise vulnerable customers, or customers located in ESJ Communities to inform any potential future request from SoCalGas to close their remaining offices. SoCalGas is therefore directed to conduct a survey of all its customers identifying:

1. Whether the customer was impacted or will be impacted by a branch closure;
2. How far customers must travel to complete in-person transactions following a branch office closure;
3. Which services customers are able to complete at their closest alternate payment location; and
4. Customers' demographic data including whether the customer qualifies for low-income assistance programs, customer age, and whether the customer is a person with a disability or disabilities.

This data must reflect any impact of the branch offices closure on low-income, elderly, and/or disabled customers. In addition, since not all customers in its service territory speak English or Spanish, SoCalGas should ensure the survey is available in languages most commonly spoken in its service territory, and include an option for non-English speaking customers to contact a SoCalGas

employee that can interpret their response and provide proof of submission of the comments of the customer.[50]

SoCalGas shall file the information collected through surveys on customers near a branch office that this decision authorized the utility to close in a Tier 2 advice letter. The advice letter shall identify the impact of its branch closures on low-income, elderly, and/or disabled customers and identify the money transfer options available at its existing or any new alternative payment locations adjacent to the 23 branch offices we are authorizing SoCalGas to close, as identified above.

In its next General Rate Case (GRC), SoCalGas must also show that its fulfillment of its customer service obligations are consistent with Pub. Util. Code Section 451 and provide a report on the number and types of complaints received across all the utility's customer service channels, including branch offices, alternative payment locations, and its telephonic and virtual customer contact center.

4.5. Reporting Requirements Related to Branch Offices Closures

SoCalGas dismissed TURN's recommendation for quarterly reporting related to customer contact center usage, suggesting that there are other factors that make it "impossible to correlate impacts directly to the [branch office] closures."[51]

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[50] The California Census Office's Language and Communications Access Plan lists the following as the most commonly spoken languages in Los Angeles County: Spanish, Korean, Chinese, Armenian, Mandarin, Tagalog, Vietnamese, Cantonese, Farsi, Japanese, Russian, Arabic, Khmer, Thai, Filipino. *See* https://census.ca.gov/wp-content/uploads/sites/4/2019/06/LACAP.pdf, p. 18 accessed 10/29/2026.

[51] SoCalGas Opening Brief at 13.

We find the concerns raised by TURN related to customer impacts expected from branch closures have merit and conclude it reasonable to require SoCalGas to provide quarterly reports related to its customer contact centers that track the customer requests, including those that arise from bill payments, for four years, starting in January 2027. As TURN notes: "The Commission cannot conclude based on the current record that customers migrating from the branch offices to the [customer contact center] will receive reasonably comparable customer service levels following branch office closures."[52]

Customers seeking services other than bill payment must have adequate options to communicate with trained utility staff in person or virtually. SoCalGas has suggested its telephonic and virtual customer contact center options will provide an alternative to customers that require more personalized service than would be available at alternate payment locations. We find it reasonable to direct SoCalGas to track and report instances where use of the services provided through its customer contact center were necessary to address non-payment transactions and to provide more detail about which non-payment transactions customers rely on the customer contact center to complete their service request. This will allow the Commission to better understand whether the services provided by the customer contact center fulfill the services provided by the branch offices SoCalGas is authorized to close in this proceeding.

4.6. Timing of Branch Office Closures

Parties' positions differ regarding how much advance notice SoCalGas should provide before closing any branch office authorized for closure in this decision. SoCalGas proposes a 60-day notice period and states it would not

[52] TURN Reply Brief at 3 and footnote 7.

oppose a 90-day or 120-day period if the Commission finds a longer period necessary.[53] Cal Advocates and SBUA support a 90-day notice period.[54] TURN and the Unions recommend a 120-day notice period.[55]

We adopt a 120-day advance notice period, consistent with the recommendation of TURN and the Unions. The 120-day notice period shall run from the effective date of this decision.

Before closing any branch office authorized for closure in this decision, SoCalGas shall provide notice comprising of: posted notice at the affected branch office, which shall include a URL and QR code directing customers to SoCalGas's online office locator; direct notice to customers who used the office or are known to be exclusive users of that office; bill messages; updates to its online office locator; updates to its customer contact center scripts; notice to local government and any community-based or faith-based organizations partnering with SoCalGas; and in-language materials consistent with the languages served by its customer contact center. SoCalGas shall certify completion of these notice requirements, on a per-office basis, in its first annual report required by this decision.

4.7. Potential Ratepayer Savings From Branch Office Closures

SoCalGas estimates that the closure of its remaining branch offices could result in total annual savings of $18.8 million, based on 2024 data.[56] SoCalGas further explains that the cost related to operating its branch offices exceeded the

[53] SoCalGas Reply Brief at 19.

[54] SBUA Opening Brief at 11-12.

[55] SoCalGas Opening Brief at 16.

[56] SoCalGas Opening Brief at 7-9.

$17.9M authorized in the Test Year 2024 GRC. SoCalGas also states that cost per payment transaction at a branch office is approximately $13.34, as compared to $0.07 when bill payments occur online, $0.59 when bill payments occur by mail, or $1.75 when bill payments occur at an alternate payment location.[57]

SoCalGas suggests its alternative payment locations do not charge fees for customer bill payments.[58] SoCalGas also notes that its customer contact center provides a reasonably comparable alternative to branch office service to any in-person services. SoCalGas states the customer contact center offers multilingual support and extended hours.[59] SoCalGas did not discuss the costs related to providing other services that may require additional customer service should additional support be necessary above what could be provided at an alternate payment location or via the customer contact center.[60]

While SoCalGas's annual saving estimates associated with the closure of its 43 branch offices may be accurate, the record of this proceeding shows that customers using alternate payment locations in SoCalGas's service territory have faced fees of $1.50 to $3.00, plus the $1.50 per transaction online card fee.[61] The Unions assert that the savings SoCalGas suggests will occur by the full closure of all 43 remaining branch offices are modest, at best. For example, SoCalGas notes that noncore gas customer rates will not change and the utility does not provide any core customer rate impact estimate.[62]

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[57] SoCalGas Opening Brief at 8-9.

[58] Exhibit SoCalGas-02 at JSA-4, footnote 14.

[59] SoCalGas Opening Brief at 7-9.

[60] TURN Reply Brief at 11-13.

[61] Unions Opening Brief at 20-21; TURN Reply Brief at 11-13.

[62] Unions Opening Brief at 10 and 28; Unions Rebuttal Brief at 13.

The Unions also note services available at many of SoCalGas's existing branch offices may be reduced, suggesting there are many offices that have limited hours due to a decrease in staffing. The Unions suggest the reduced hours and services provided at branch offices already partially explains the branch offices' decreased use.[63]

Parties and commenters to A.25-05-001 have raised extensive concerns about whether the utility will provide adequate options for customers that may need in-person support to complete payment or other utility service transactions.

As such, it is reasonable to require SoCalGas to maintain its highly utilized branch offices and conduct additional outreach before proposing the closure of additional branch office. As directed above, we authorize the closure of 23 branch offices and direct SoCalGas to keep 20 branch offices open. SoCalGas is also directed to track and identify any ratepayer cost savings related to the branch office closures in this decision in its next GRC.

4.8. Sale of SoCalGas Property

As provided in Scoping Memo Issue 7, the Commission must consider how and when SoCalGas notifies its community, and local Tribes about any property the utility expects to sell after the closure of branch offices in its service territory.

The Unions and TURN identified costs that may not have been identified in SoCalGas's equations, largely related to early lease termination costs and additional training of new employees that may be necessary to serve customers that would otherwise rely branch office services.[64] However, the record of this

[63] Unions Opening Brief at 12-13.

[64] Unions Rebuttal Brief at 11-12; TURN Opening Brief dated May 29, 2026, at 5-8; TURN Rebuttal Brief at 11-15.

proceeding does not identify any specific SoCalGas property transfer or sale plans.

Pursuant to the adoption of the Commission's revised Tribal Land Transfer Policy in D.26-09-072, the Commission requires any IOU to offer local Tribes the right of first offer prior to disposition of any real property, including surplus property.[65] Prior to disposing of any property related to its branch offices operations, SoCalGas should meet with Tribes, as directed by the Commission's Tribal Land Transfer Policy and the Commission's Tribal Consultation Policy, to ensure that Tribes are consulted with before the transfer of any land or property the utility currently operates. SoCalGas should provide information on sales of such property in an annual compliance report demonstrating that it complied with both the current Tribal Land Transfer Policy and the current Tribal Consultation Policy for each branch-office related property SoCalGas intends to sell.

4.9. Directions for SoCalGas to Request Future Branch Office Closures

Should SoCalGas request additional closures of its remaining branch offices, the utility must conduct a thorough study across all the 20 branch offices this decision directs SoCalGas to continue to operate. This shall include surveys provided to all customers that utilize the branch offices listed in Table 1, as well as customers that live near those branch offices that could need to utilize a branch office to address specific service issues in the future.

The survey shall be constructed to fully understand the impacts of additional closures to low-income, elderly, and disabled customers that currently

[65] Resolution E-5076 at 7.

rely on these branch office locations.[66] Prior to closing any of the branch offices listed in Table 1 of this decision, SoCalGas must first notify all customers of its intent to close additional branch offices, through a notice provided to and approved by the Commission. SoCalGas must also provide all customers' responses to its survey related to any proposal to close additional branch offices when it files for Commission approval of additional branch offices.

5. Cost Tracking

SoCalGas proposed to track costs related to its branch office closures in its Core Fixed Cost Account (CFCA), and proposed any related savings be returned to ratepayers in its next GRC.[67]

This part of SoCalGas's proposal was uncontested, and we find it reasonable to adopt SoCalGas's recommendation to track and report its validated savings, including annual reconciliation reports filed to the service list of A.25-05-001, through annual Tier 1 advice letters.

SoCalGas is also directed to true up all costs and savings related to its branch office closures, including the sale of any SoCalGas property, tracked in its CFCA, in its next GRC application.

6. Summary of Public Comment

6.1. Online Comments

Rule 1.18 allows any member of the public to submit written comment in any Commission proceeding using the "Public Comment" tab of the online Docket Card for that proceeding on the Commission's website. Rule 1.18(a) requires that all written public comment submitted prior to the submission of the proceeding are part of the administrative record of the proceeding. Rule 1.18(b)

[66] D.16-06-046 Ordering Paragraphs 11 and 12.

[67] Exhibit SoCalGas-01 at 2-5; SoCalGas Opening Brief dated May 29, 2026, at 8.

requires that relevant written comment submitted in a proceeding be summarized in the final decision issued in that proceeding.

There were 288 public comments filed to this proceeding's Docket Card prior to the submission of the matter. Some public comments supported SoCalGas's proposal in full, suggesting the online or authorized payment locations services are adequate replacements for the branch offices. Others recommended keeping at least some of the most visited branch offices open, for now, to provide an option for customers to speak to trained employees about billing or service-related issues.

Many other parties raised concerns about the need for multi-lingual services and expressed concerns about whether customers that are not fluent in English, have other circumstances that prevent their ability to fully understand their bill or other service requests, or otherwise require in-person communication will receive adequate service options virtually or at authorized payment locations.

Similarly, online public commenters note customers that may require more specific communication such as American Sign Language may not receive adequate service at a third-party authorized payment location. Public commenters also raised concerns about identity theft and fraud that could occur over online or telephonic transactions.

Online public commenters also raise concerns about the loss of union and/or utility jobs related to the closure of branch offices, and fees related to the use of third-party authorized payment locations. Further, public comment notes the lack of information regarding the internal labor costs SoCalGas may accrue to remedy errors related to transactions conducted at an authorized payment

location and whether or how the branch office closures would result in ratepayer savings.

Save Our Services Campaign separately submitted hard copy versions of automated responses from 862 customers regarding the usage of and need for retainment of specific branch offices, which are available for other parties to review at the Commission headquarters upon request. Save Our Services Campaign was sponsored by the Utility Workers of America Local 132, and the International Chemical Workers Union Council / United Food and Commercial Workers. The automated form pre-populated reasons a customer might request a branch office remain open. Most customers responding to the Save Our Services Campaign note they utilize branch offices to pay bills and they would prefer the Commission to ensure that there is a way to pay bills in person rather than online. Others utilize branch offices to ask questions related to other utility services and to schedule service calls.

6.2. Public Participation Hearing Comments

The Commission hosted six PPHs in this proceeding.[68] SoCalGas participated in each of the PPHs and emphasized that its proposal to close its remaining branch offices will modernize service and support long-term affordability and accessibility for all customers.[69]

The Unions were active in each PPH, arguing that many union members may lose their jobs if A.25-05-001 is approved as proposed, and that many union

[68] In-person PPHs were held at 2 p.m. and 6 p.m. Pacific Standard Time on January 26, 2026, in Glendale, CA and on February 2, 2026, in Santa Ana. Remote PPHs were held at 2 p.m. and 6 p.m. Pacific Standard Time on February 6, 2026.

[69] The court reporters' transcript for all of the PPHs is available on the docket card.

members also rely on in-person services provided by SoCal Gas branch offices, especially when call lines are backed up during emergencies.

Many SoCalGas residential customers also expressed concern related to lacking access to trained employees to answer questions in person. Several PPH participants raised concerns regarding the already declining access to branch offices, which they believe are a result of SoCalGas leaving vacant positions unfilled in anticipation of the Commission's potential approval of its proposed branch offices closures. The PPH participants noted instances when branch offices were often closed during the regular business hours the offices had previously been open.

Other participants suggest that the proposed closure of branch offices will impact a small percentage of SoCalGas customers and could expedite the transition to a more modern method of customer service.

Others providing comment at the PPHs note the closure of all branch offices could provide some nominal savings to ratepayers. A separate set of commenters argue that loss of branch offices will increase the effort necessary for customers that require more personalized service to pay their bills and access other services from people knowledgeable about the utility's operations.

7. Conclusion

This decision authorizes SoCalGas to close 23 branch offices and directs the utility to maintain existing services at 20 branch offices during regular business hours.[70] SoCalGas must not reduce the hours of operation or staffing levels at the 20 remaining offices below the levels in place on the effective date of this decision without prior Commission authorization. SoCalGas is directed to

[70] The regular business hours for each existing branch office are posted on SoCalGas's Billing Payment website.

track costs related to the 23 branch offices it is authorized to close, including incremental staff changes necessary to ensure that SoCalGas's authorized payment locations and customer contact centers services provide adequate coverage for customers that may lose access to a branch office.

SoCalGas must also track costs related to maintaining services at 20 branch offices that have been identified, by the utility, as highly utilized by CARE customers and those that see high transaction rates.

The costs and potential savings tracked in the CFCA shall be evaluated by the Commission through quarterly reports for four years, starting January 2027, and must also be reported in SoCalGas's next GRC application.

8. Procedural Matters

This decision affirms all rulings made by the ALJ and assigned Commissioner in this proceeding. All motions not ruled on in A.25-05-001 are deemed denied.

9. Comments on Proposed Decision

The proposed decision of ALJ Carolyn Sisto in this matter was mailed to the parties in accordance with Section 311 of the Pub. Util. Code and comments were allowed under Rule 14.3 of the Commission's Rules of Practice and Procedure. Comments were filed on _____, by _____.and reply comments were filed on _____ by _____.

10. Assignment of Proceeding

Darcie L. Houck is the assigned Commissioner and Carolyn Sisto is the assigned Administrative Law Judge in this proceeding.

Findings of Fact

1. SoCalGas has documented a decline in use of branch offices.

2. Online payment, mail in payments, alternate payment locations, and the customer contact center provide customer service options in SoCalGas's service territory.

3. SoCalGas conducted surveys to capture customer preferences for methods to receive utility services, which exempted utility employees and respondents that were under the age of 18.

4. The surveys SoCalGas conducted related to its proposed branch office closures were limited to online questionnaires or bill inserts and only reflect in person comments at eight branch offices.

5. SoCalGas's customer branch surveys conducted prior to submitting A.25-05-001 did not adequately capture customer preferences for methods to receive utility services.

6. The customer contact center abandonment rate, which reflects times when customers hung up after a long wait period, increased by 160 percent in 2025, and during January through March 2026, 125,749 calls were abandoned based on customer wait times.

7. The closure of SoCalGas's 43 branch offices will divert more customer transactions to alternative payment locations, online payment options, mail payments, or the customer contact center option.

8. SoCalGas has not provided evidence that it will increase investment to support the expected increased use of its customer contact center or new and existing alternative payment locations.

9. SoCalGas intends to work with community- and faith-based organizations to educate customers regarding the options available for them to access utility services once branch offices close.

10. Alternate payment locations have been found to charge a fee of $1.50 to $3.00 (as of 2024) to process customer transactions.

11. Online payment options have been found to charge a fee of up to $1.50 (as of 2024) to process customer transactions.

12. The closure of branch offices authorized in this decision will result in an increased distance that customers need to travel to reach the nearest branch office.

13. Many customer service requests still require contact with trained SoCalGas representatives.

14. Public comment in this proceeding suggests SoCalGas's surveys do not reflect the full impact of branch office closures for SoCalGas customers.

15. SoCalGas has not provided evidence for the Commission to understand the potential increased use of its customer contact center due to the branch office closures proposed in A.25-05-001.

16. Alternative payment locations largely facilitate bill payments.

17. SoCalGas has not proven that hired staff at alternative payment locations are trained to support customers that may have utility service questions that are not related to bill payments.

18. Many low-income, elderly, or otherwise vulnerable customers rely on branch offices to conduct necessary utility service processes.

19. It is unclear whether most of SoCalGas's low-income, elderly, or otherwise vulnerable customers were able to participate in the surveys the utility conducted prior to submitting A.25-05-001.

20. Customers seeking services other than bill payment need adequate options to communicate with trained utility staff in person or virtually.

21. SoCalGas's Wilmington Branch office was involuntarily closed in September 2024.

22. Pub. Util. Code Section 851 prohibits regulated utilities from disposing of property without first obtaining an order from the Commission.

23. The Commission's Tribal Land Transfer Policy states that regulated utilities must offer local Tribes a right of first offer before putting their property on the market.

24. SoCalGas estimates only modest savings related to the full closure of all 43 remaining branch offices.

Conclusions of Law

1. SoCalGas should be authorized to close the 23 branch offices identified in this decision as offices that receive minimal customer service requests.

2. SoCalGas should maintain staffing at the 20 branch offices identified in this decision that see high transaction volumes and/or serve a high concentration of CARE customers.

3. SoCalGas should track instances related to the services provided through its customer contact center addressing non-payment transactions and provide more detail about which non-payment transactions customers rely on the customer contact center to complete their service request(s). Specifically, SoCalGas should track instances where customers that rely on the utility's telephonic or virtual customer contact center cannot resolve non-payment transactions and which non-payment transactions customers are able to use the customer contact center to complete their service request(s).

4. SoCalGas and all partners, including any community- and faith-based organizations the utility coordinates with to share information to SoCalGas customers, should provide information to customers regarding alternative

payment locations and any associated fees related to utilizing alternative payment locations.

5. SoCalGas and all partners, including any community- and faith-based organizations the utility coordinates with, should identify fee-free options for bill payments.

6. SoCalGas should update its website office locator, any related customer notices, customer contact center scripts, and alternate payment location information to reflect which branch offices will remain open and which will remain fee-free.

7. Should SoCalGas request additional closures of its remaining branch offices, it should conduct a thorough study across all the 20 branch offices this decision directs SoCalGas to continue to operate to determine what services could be diminished by, and which customers could be impacted by the closure of those branch offices.

8. Prior to closing any of the branch offices listed in Table 1 of this decision, which SoCalGas is required to keep operating, SoCalGas should first notify all customers of its intent to close additional branch offices, through a notice provided to and approved by the Commission. SoCalGas must also provide all customers' responses to its survey related to any proposal to close additional branch offices when it files for Commission approval of additional branch offices.

9. Prior to disposing of any property related to its branch offices operations, Southern California Gas Company (SoCalGas) should meet with Tribes, as directed by the Commission's Tribal Land Transfer Policy and the Commission's Tribal Consultation Policy, to ensure that Tribes are consulted with before the transfer of any land or property the utility currently operates.

10. Southern California Gas Company should provide information in a compliance report demonstrating that it complied with both the current Tribal Land Transfer Policy and the current Tribal Consultation Policy for each branch-office related property SoCalGas intends to sell.

11. SoCalGas should file a Tier 2 advice letter identifying the security of the payment options available at its existing alternative payment locations and identifying new alternative payment locations that provide secure payment options adjacent to the 23 branch offices identified above that are approved for closure.

12. SoCalGas should track and report its validated savings, including annual reconciliation reports filed to the service list of A.25-05-001, through annual Tier 1 advice letters starting January 2, 2027.

13. SoCalGas should true up all costs and savings related to its branch office closures, including the sale of any SoCalGas property, tracked in its CFCA, in its next GRC application.

14. In its next GRC, SoCalGas should show that its fulfillment of its customer service obligations are consistent with Pub. Util. Code Section 451, including metrics related to its alternative payment location performance standards and metrics of customer success using SoCalGas's telephonic and virtual customer contact center service options.

15. SoCalGas should provide a report on the number and types of complaints received across all the utility's customer service channels, including branch offices, alternative payment locations, and its telephonic and virtual customer contact center.

16. SoCalGas should provide at least 120 days' advance notice before closing any branch office authorized for closure in this decision.

17. All rulings made by the ALJ and assigned Commissioner in this proceeding should be affirmed.

18. All motions not ruled on should be deemed denied.

19. A.25-05-001 should be closed.

O R D E R

IT IS ORDERED that:

1. Southern California Gas Company (SoCalGas) must retain operations and staffing of the following 20 branch office locations: Commerce, El Centro, Fontana, Huntington Park, Oxnard, Porterville, San Bernardino, Santa Ana, Central, Crenshaw, Van Nuys, San Fernando, Riverside, Lompoc, El Monte, Delano, Inglewood, Watts, Glendale, and Anaheim. SoCalGas must not reduce the hours of operation or staffing levels at these offices below the levels in place on the effective date of this decision without prior Commission authorization.

2. Southern California Gas Company is authorized to close the following 23 branch offices: Alhambra, Ontario, South Gate, Hanford, Indio, Santa Fe Springs, Pasadena, Covina, Pomona, Dinuba, Visalia, Lancaster, Corona, Santa Maria, Hemet, San Pedro, Hollywood, Banning, Daly, Compton, Santa Barbara, San Luis Obispo, and Wilmington.

3. Before closing any branch office authorized for closure, Southern California Gas Company (SoCalGas) must provide at least 120 days' advance notice of the closure, comprising: posted notice in a prominent location at the affected branch office containing a URL or QR code with a link to SoCalGas's online office locator; direct notice to customers who used the office or are known to be exclusive users of that office; bill messages; updates to its online office locator; updates to its customer contact center scripts; notice to local government

and any community-based or faith-based organizations partnering with SoCalGas; and in-language materials consistent with the languages served by its customer contact center. The 120-day notice period begins on the effective date of this decision. SoCalGas must certify completion of these notice requirements, on a per-office basis, in its first quarterly report required by this decision.

4. No later than 60 days after the effective date of this decision, Southern California Gas Company (SoCalGas) shall file a Tier 2 advice letter that identifies: 1) the impacts of the authorized branch office closures on low-income, elderly, and/or disabled customers; 2) available money-transfer and fee-free payment options at existing or new alternative payment locations serving customers affected by the closure; and 3) specific payment locations the utility intends to mitigate any third-party transaction fees. Before closing any branch office authorized by this decision, SoCalGas shall update its office locator, customer notices, customer contact center scripts, and alternative payment location information to reflect the branch offices that will remain open and identify other fee-free payment options. This information must also be included in any communications related to SoCalGas's customer services shared by partnering community- or faith-based organizations.

5. Southern California Gas Company (SoCalGas) shall provide quarterly reports for four years, starting January 2, 2027, to the Commission's Energy Division and the service list of Application 25-05-001. The quarterly reports shall track customer requests, including those that arise from bill payments, the types of services that were fully completed through SoCalGas's customer contact center.

6. Southern California Gas Company shall complete a survey of all of its customers as described in section 4.4 of this decision.

7. If Southern California Gas Company (SoCalGas) files a request with the Commission seeking Commission authorization to close the branch offices this decision directs the utility to continue operating, SoCalGas must provide notice of the request to all customers and service list of Application 25-05-001. The notice provided to SoCalGas's customers must be approved by the Commission before SoCalGas makes it available to its customers. SoCalGas's request shall include customer responses to SoCalGas's surveys as described in this decision. When filing its next General Rate Case application, SoCalGas must show it continues to fulfill its customer service obligations consistent with California Public Utilities Code Section 451. This filing must include metrics related to the usage and security of its alterative payment locations and the usage and security of its customer contact center.

8. When filing its next General Rate Case application, Southern California Gas Company must report on the number and types of complaints received across the utility's customer service channels, including branch offices, alternative payment locations, and its telephonic and virtual customer contact center.

9. Prior to disposing of any property related to its branch offices operations, Southern California Gas Company (SoCalGas) must meet with Tribes, as directed in the Commission's Tribal Land Transfer Policy and the Commission's Tribal Consultation Policy, to ensure that Tribes are consulted with before the transfer of any land or property the utility currently operates. Southern California Gas Company shall provide information in a compliance report demonstrating that it complied with both the current Tribal Land Transfer Policy and the current Tribal Consultation Policy for each branch-office related property SoCalGas intends to sell. The compliance report shall be served on the service list for this

proceeding, and provided to both the Commission's Energy Division staff and the Commission's Office of the Tribal Advisor.

10. Southern California Gas Company shall track and report its validated savings, including annual reconciliation reports filed to the service list of A.25-05-001, through annual Tier 1 advice letters starting January 2, 2027.

11. Southern California Gas Company (SoCalGas) shall true up all costs and savings related to its branch office closures, including the sale of any SoCalGas property, tracked in its Core Fixed Cost Account, in its next General Rate Case application.

12. When filing its next General Rate Gas application, Southern California Gas Company must submit its records related to its true costs and any associated savings related to the branch offices closures authorized in this decision, including any amounts related to the sale of branch-office property, for review by the Commission.

13. All rulings made by the assigned Administrative Law Judge and assigned Commissioner in this proceeding are affirmed.

14. All motions not ruled on are deemed denied.

15. Application 25-05-001 is closed.

This order is effective today.

Dated _____, at Sacramento, California.