Attachment A

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

Joseph Mock
Director
Regulatory Affairs

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August 22, 2024

Rachel Peterson
Executive Director
California Public Utilities Commission
505 Van Ness Avenue
San Francisco, CA 94102

Re: Closure of SoCalGas Branch Office – Wilmington Branch Office

Dear Ms. Peterson:

The purpose of this letter is to notify the Commission that SoCalGas's Wilmington branch office, located at 929 N. Avalon Boulevard, Wilmington, CA 90744, will permanently close on or about September 10, 2024. This is because the landlord chose not to renegotiate the lease upon its expiration and served SoCalGas with a 60-day Notice to Terminate Tenancy on July 30, 2024. The termination of the lease for the Wilmington branch office is involuntary and has been formalized by a 60-day notice of eviction. SoCalGas is providing this notice accordingly.[1]

SoCalGas is currently evaluating the closure of its branch offices, but this analysis is not complete. While this analysis continues, SoCalGas will provide the Commission with appropriate updates concerning the involuntary closure of the Wilmington branch office, and SoCalGas's response thereto, including without limitation, SoCalGas's efforts to mitigate any impacts on affected customers.

There are four alternative in-person payment locations within a five-mile radius of the Wilmington branch office:

1. San Pedro branch office - 3.9 miles
2. Best Union (Authorized Payment Location or APL) - 0.8 miles
3. PLS Check Cashers #459 (APL) - 0.6 miles
4. Walmart (APL) - 4.7 miles

In an effort to mitigate any impacts on customers using the Wilmington branch office, SoCalGas will implement the following:

- Communicate with and provide information to elected offices, parent centers and schools, and other local community stakeholders.

[1] SoCalGas understands that it must file an application with the Commission for *requests* to close SoCalGas's branch offices, in accordance with Decision (D.) 16-06-046.

- A poster-size sign in both English and Spanish will be placed outside the Wilmington branch office to indicate that the office will be closed and will provide information on alternative payment and service order options. (See Attachment)

- Flyers will be distributed to all customers in both English and Spanish advising them of the closure. (See Attachment)

- SoCalGas's voice response unit and socalgas.com will be updated to remove Wilmington branch office as an in-person payment option.

- A letter/email will be sent to all customers who visited the Wilmington branch office in the last six (6) months advising them of the office closure and of alternative payment and service order options.

- After vacating the existing office, SoCalGas will continue to post the signs as long as permitted.

If you have any questions or concerns about the closure, please contact Debbie Blackwell at (714) 634-3068 or Paul Deang at (213) 244-4375.

Sincerely,

/s/ Joseph Mock
Joseph Mock
Director – Regulatory Affairs

CC: Leuwam Tesfai, Energy Division
Tyler Gamble, External Affairs Division
Allison Brown, Public Advisor's Office
Jesse Aragon, Southern California Gas Company
Debbie Blackwell, Southern California Gas Company
Paul Deang, Southern California Gas Company
Gary Lenart, Southern California Gas Company

IMPORTANT

INFORMATION

SOCALGAS© WILMINGTON BRANCH OFFICE WILL PERMANENTLY CLOSE EFFECTIVE TUESDAY, 9/10/2024

We offer other in-person locations to pay your bill.

BRANCH PAYMENT OFFICE AND AUTHORIZED PAYMENT LOCATIONS:

San Pedro Branch Payment Office
1851 N. Gaffey Street Suite. A
San Pedro, CA 90731
Open 9:00 a.m. — 5:00 p.m. Monday – Friday

Best Union
902 W. Anaheim St.
Wilmington, CA 90744
Open 9:00 a.m. — 6:00 p.m. Monday – Saturday

PLS Check Cashers #459 (Cash only)
111 W. Pacific Coast Hwy.
Wilmington, CA 90744
Open 5:00 a.m. — 11:00 p.m. Daily

Walmart (Cash and PIN-Based debit cards only)
20226 Avalon Blvd. Carson, CA 90746
Open 8:00 a.m. — 8:00 p.m. Monday - Saturday &
10:00 a.m.– 6:00 p.m. - Sunday

ADA accessible

OTHER PAYMENT OPTIONS AND INFORMATION:

- SoCalGas will communicate and provide information to elected offices, parent centers and schools, and other local community stakeholders.
- To learn about other convenient ways to pay your bill, including nearby in-person payment locations and phone payment options, visit socalgas.com/WaysToPay or call us at (800) 427-2200.
- Hearing impaired, TDD/TYY: (800) 252-0259.

For your convenience, we have compiled public transportation information to assist you with travel to the nearest SoCalGas branch payment office and authorized payment locations. To avoid delays and get the most up-to-date bus route schedules and stops, please contact Metro Transit at (323) 466-3876, or online at metro.net.

SoCalGas San Pedro Branch Payment Office and Best Union are both located near Metro bus 246 San Pedro Point Fermin

PLS Check Cashers #459 and Walmart are both located near Metro bus 246 Harbor Gateway Transit Center

For residents 65+ years old or physically handicapped, the City of Wilmington provides City Ride Service, Los Angeles county-wide paratransit service for those unable to use Metro buses. This service requires pre-registration, please call (310) 808-7433 to get started. To schedule a Dial-A-Ride service and to make reservation for a trip, please call (323) 357-6308 between 9:00 a.m. — 5:00 p.m. Monday – Friday

SoCalGas

INFORMACIÓN

IMPORTANTE

LA SUCURSAL SOCALGAS© DE WILMINGTON CERRARÁ PERMANENTEMENTE A PARTIR DEL MARTES, 9/10/2024

Ofrecemos otras ubicaciones en persona para pagar su factura.

SUCURSALES DE PAGO Y UBICACIONES DE PAGO AUTORIZADO:

Sucursal en San Pedro
1851 N. Gaffey St. Suite A
San Pedro, CA 90731
Abierto 9:00 a.m. — 5:00 p.m. Lunes a Viernes

Best Union
902 W. Anaheim St.
Wilmington, CA 90744
Abierto 9:00 a.m. — 6:00 p.m. Lunes a Sabado

PLS Check Cashers #459 (Solo en efectivo)
111 W. PCH Hwy.
Wilmington, CA 90744
Abierto 5:00 a.m. — 11:00 p.m. a diario

Walmart (se acepta dinero en efectivo y tarjetas de débito basadas con número de PIN)
20226 Avalon Blvd.
Carson, CA 90746
Abierto 8:00 a.m. — 8:00 p.m. Lunes a Viernes
10:00 a.m. – 6:00 p.m. Domingo

Accesible según al ADA

OTRAS OPCIONES DE PAGO E INFORMACIÓN:

- SoCalGas se comunicará y proporcionará información a las oficinas electas, los centros de padres y las escuelas, y otras partes interesadas de la comunidad local.
- Para informarse acerca de otras maneras de pagar su factura, incluyendo locales cercanos que se puede pagar en persona y opciones de pago por teléfono, por favor visite nuestro sitio web en socalgas.com (buscar FORMAS DE PAGO) o llámenos al (800) 342-4545.
- Para los clientes con problemas de audición TDD/TYY: (800) 252-0259.

Para su comodidad, hemos recopilado información sobre el transporte público para ayudarle con el viaje a la sucursal más cercana de SoCalGas y locales de pago autorizados. Para evitar demoras y obtener la información más actualizada de las rutas y paradas de autobús, por favor comuniquese con Metro Transit al (323) 466-3876 o en línea en metro.net.

Sucursal en San Pedro en Best Union, conveniente a la ruta de autobus Metro 246 San Pedro Point Fermin.
PLS Check Cashers #459 en Walmart, conveniente a la ruta de autobus Metro 246 Harbor Gateway Transit Center.

Para los residentes de 65 años o más o con discapacidades físicas, la ciudad de Wilmington ofrece City Ride Service, un servicio de paratránsito en todo el condado de Los Ángeles para personas que no pueden utilizar los autobuses Metro. Este servicio requiere registro previo, llame al (310) 808-7433 para comenzar. Para solicitar un servicio Dial-A-Ride y hacer una reservación de viaje, llame al (323) 357-6308 entre las 9:00 a. m. y las 5:00 p. m. Lunes a Viernes.

SoCalGas

(END ATTACHMENT A)