

PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

ENERGY DIVISION

**RESOLUTION G-3619
DECEMBER 18, 2025**

R E S O L U T I O N

Resolution G-3619 Southern California Gas Company requesting tariff revision modifying Rule No. 10 to withdraw one-hour set-time appointment scheduling for non-emergency service calls.

PROPOSED OUTCOME:

- Approves the request of Southern California Gas Company (SoCalGas) request to revise its tariff schedules to withdraw the one-hour set-time appointment scheduling service for non-emergency service calls.

SAFETY CONSIDERATIONS:

- There are no safety considerations associated with this resolution.

ESTIMATED COST:

- There are no costs associated with this resolution.

By Advice Letter 6486-G Filed on June 2, 2025 and 6486-G-A filed November 17, 2025.

SUMMARY

This Resolution authorizes SoCalGas to revise its Rule No. 10 to withdraw the one-hour set-time scheduling service for non-emergency calls and the \$25 charge for this service. Eliminating this service will simplify SoCalGas's appointment windows and help speed response time.

BACKGROUND

On October 18, 1991, SoCalGas filed Advice Letter (AL) 2079 requesting authorization to offer a set-time appointment service call for a charge of \$25. (There is no charge for a four-hour appointment window.) The set-time service offers customers specifically scheduled appointments for non-emergency service calls upon request. For these set-time appointments, the utility agrees to arrive within one-half hour, plus or minus, of the agreed-upon time. On November 20, 1991, the Commission approved AL 2079 via Resolution G-2972. Resolution G-2972 directed SoCalGas to file tariffs for the set-time appointment service and a description of how customers would be billed for the program.

On November 27, 1991, SoCalGas filed a supplement to AL 2079 and requested that the charge of \$25 for a set-time appointment be approved to be included in the monthly bill. On July 20, 1992, the Commission approved AL 2079-A authorizing SoCalGas to charge a fee of \$25 for the set-time service and include it in the monthly bill. SoCalGas has continued to make this service available to customers since this tariff went into effect.

However, in 2020 and 2021, SoCalGas experienced an 80 percent drop in set-time appointments, probably due to the prevalence of people working at home due to the Covid epidemic. In its 2024 General Rate Case (GRC) SoCalGas estimated a 70 percent decrease in utilization of this service from the 2017–2019 average. In 2023 and 2024, less than 1 percent of SoCalGas’s scheduled appointment windows were for one-hour set time appointments.

SoCalGas is currently updating its Customer Information System to modernize its legacy platform and is examining changes to enable service scheduling of appointments with earlier availability. Given the decline in customer use of the one-hour set time scheduling service, SoCalGas requests authorization to terminate this paid service and simplify its scheduling to align with the industry standard of a four-hour appointment window, to help make earlier appointments available to customers.

SoCalGas proposes to withdraw the set-time scheduling service offering as of January 1, 2026. SoCalGas’ requested tariff schedules are shown in Attachment A of AL 6486-G. AL 6486-G-A was filed on November 17, 2025, to clarify language in the revisions of the tariff and replaces AL 6486-G in its entirety. No cost information is required for this advice letter because it will not increase any rate or charge or conflict with any other schedule or rule.

NOTICE

Notice of AL 6486-G was made by publication in the Commission's Daily Calendar. SoCalGas states that a copy of the Advice Letter was mailed and distributed in accordance with Section 4 of General Order 96-B.

PROTESTS

Advice Letter 6486-G was not protested.

DISCUSSION

The Commission has reviewed SoCalGas's Advice Letter 6486-G and AL 6586-G-A. In view of the decline in requests for the one-hour set-time appointment scheduling service, we find it reasonable to approve its discontinuance to simplify SoCalGas's scheduling of customer service visits. As four-hour window appointments have become the industry standard, elimination of the one-hour option may also enable SoCalGas to offer earlier appointments to customers. Approval of this change to SoCalGas's tariff will not increase any rate or charge.

We approve the proposed tariff changes to SoCalGas Rule No. 10 as shown in Appendix A of AL 6486-G-A.

COMMENTS

This is an uncontested matter in which the resolution grants the relief requested. Accordingly, pursuant to PU Code 311(g)(2), the otherwise applicable 30-day period for public review and comment is being waived.

FINDINGS AND CONCLUSIONS

1. In Resolution G-2972, the Commission approved SoCalGas Advice Letters 2079 and 2079-A, creating a set-time appointment service in which the utility would arrive within one-half hour, plus or minus, of the time requested.
2. Resolution G-2972 ordered the company to file a tariff of \$25 for this service and authorized the inclusion of this set-time appointment charge on the monthly bill.
3. In 2023 and 2024, less than 1 percent of SoCalGas's scheduled appointment windows were for one-hour set time appointments.

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4. Due to the decline in requests for the set-time appointment service, and to simplify SoCalGas scheduling, it is reasonable to discontinue it.

THEREFORE IT IS ORDERED THAT:

1. The request of the Southern California Gas Company to modify Rule No. 10 to discontinue its set-time appointment service as requested in Advice Letter 6486-G-A is approved.
2. Southern California Gas Company shall remove reference to its set-time appointment service in its Rule No. 10 tariff beginning January 1, 2026, by making the changes shown in Appendix A of Advice Letter 6486-G-A.

This Resolution is effective today.

The foregoing resolution was duly introduced, passed, and adopted at a conference of the Public Utilities Commission of the State of California held on December 18, 2025; the following Commissioners voting favorably thereon:

/s/ RACHEL PETERSON
Rachel Peterson
Executive Director

ALICE REYNOLDS
President

DARCIE L. HOUCK
JOHN REYNOLDS
KAREN DOUGLAS
MATTHEW BAKER
Commissioners

Dated December 18, 2025 , at Sacramento, California.