

SAMPLE FORMS  
Collection Notices  
Important Notice, Form 5100-1, 04/12

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(See Attached Form)

(TO BE INSERTED BY UTILITY)  
ADVICE LETTER NO. 4363  
DECISION NO.

ISSUED BY  
**Lee Schavrien**  
Senior Vice President

(TO BE INSERTED BY CAL. PUC)  
DATE FILED Apr 30, 2012  
EFFECTIVE May 30, 2012  
RESOLUTION NO. \_\_\_\_\_

(Front of Notice)



A Sempra Energy utility®

socalgas.com

**DO NOT MAIL**

# IMPORTANT

# ACCOUNT PAST DUE

Your Account Number

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48 HOUR

COLLECT OR CLOSE **H**

RETURNED CHECK

Today, a personal visit was made to your address to collect your unpaid bill and/or deposit. To prevent gas service from being turned off, your payment of \$ \_\_\_\_\_, must be received by \_\_\_\_\_ . Payment must be made at a Gas Company Office, or authorized payment agency.

**Bring This Form If Paying In Person**

You may need to provide credit information or proof of identity documents before service can be re-established

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Issued by \_\_\_\_\_ Date \_\_\_\_\_

FORM 5100-1 (4/12)

(Back of Notice)

### INFORMATION FROM RULES RELATED TO TERMINATION OF SERVICE

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, Consumer Affairs Branch, 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 Hearing and Speech Impaired-TTD 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 Consumer Affairs Branch (CAB).

The CAB 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 plus a reconnection fee will be required before service will be turned on. A deposit may also be required.

If your bills are not paid within 19 days of mailing, we may require that you establish your credit with us by paying your bill and giving us a deposit equal to twice the amount of your average monthly bill.

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

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 addresses. We will not turn off gas to a residence for unpaid bills for other classes of service.

We will not turn off 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 (over 62) or handicapped\* and you are unable to pay the amount due but are willing to arrange installment payments satisfactory to us.

If you question the amount of your bill, call us so that we can investigate your account. If, after our explanation, you still feel the bill is incorrect, you may request a review by the Public Utilities Commission by sending the bill and a letter explaining your position, along with a deposit of the full amount due, made payable to California Public Utilities Commission, State Office Building, 505 Van Ness Avenue, Room 2003, San Francisco, CA 94102. Make the check payable to the Commission. The Commission will investigate the matter and inform both you and us of the results. However, the Commission will not accept deposits when it appears the dispute is over matters such as quality of service, level of rates, pending applications for rate increases, etc., which do not relate directly to the question of the accuracy of the bill.

If you do not make a deposit with the Commission within 15 days after we notify you of your right to do so, we may turn off your gas for non-payment.

For more information, please call the phone number shown on your bill and request a copy of our pamphlet entitled "Your Rights as a Gas Company Customer."

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