

SAMPLE FORMS
Bill Forms
General Service (08/11)

Sheet 1

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(See Attached Form)

(TO BE INSERTED BY UTILITY)

ADVICE LETTER NO. 4268
DECISION NO.

107


ISSUED BY

Lee Schavrien
Senior Vice President
Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)

DATE FILED Aug 17, 2011
EFFECTIVE Sep 16, 2011
RESOLUTION NO. _____



A  Sempira Energy utility®



www.sempiraenergy.com H



A Sempra Energy utility®

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

www.socalgas.com

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The Gas Company 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.

Information about Deposits

Amount of Deposit - The amount of deposit required to establish or re-establish service credit is twice the estimated average periodic bill.

Return of Deposit/Interest on Deposit - This deposit, together with any interest due, less the amount of any unpaid bills, will normally be returned either on discontinuance of service or after the deposit has been held for twelve (12) consecutive months, during which time continuous gas service has been received and all bills for such service have been paid in accordance with the rules in effect and filed with the Public Utilities Commission of the State of California. No interest will be paid if the service is temporarily or permanently discontinued for non-payment of bills.

Public Utilities Commission Notice Should you question the amount of this bill, please request an explanation by calling the telephone number at the top of your bill. If you thereafter believe you have been billed incorrectly, the amount of the bill should be deposited with the California Public Utilities Commission, State Office Building, 505 Van Ness Avenue, Room 2003, San Francisco, CA 94102, phone: 800-649-7570, e-mail: consumer-

-affairs@cpuc.ca.gov, to avoid discontinuance of service. Make remittance payable to the California Public Utilities Commission, and attach the bill and the statement supporting your belief that the bill is not correct. The Commission will review the basis of the billed amount and make disbursement in accordance with its findings. However, the Commission will not accept the deposits when it

appears that the dispute is over matters such as quality of service, level of rates, pending applications for rate increase, etc., which do not relate directly to the question of the accuracy of the bill.

If you do not make such a deposit with the commission within 15 days after The Gas Company notifies you of your right to do so, The Gas Company may discontinue your service for non-payment.

Billing Term Definitions

Baseline Amount of gas billed at the lowest residential rate.

Billing Factor Adjusts for differences in elevation, delivery pressure and the heating content of gas.

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

Customer Charge Charge to recover costs of gas delivery including reading meters, preparing bills, and processing payments.

Gas Commodity Charge Cost of gas purchased by The Gas Company on behalf of its customers.

Payment Due Date Payment due date shown on the front bottom portion of the bill is for current charges only; it does not stop collection activity on an unpaid previous balance.

Public Purpose Surcharge Charge to fund Public Purpose Programs such as California Alternate Rates for Energy (CARE), Direct Assistance program (DAP), energy efficiency and research and development. CARE customers are excluded from paying the CARE portion of the surcharge.

Rate Identifies the rate schedule used to calculate your bill. You may review these rate schedules at a local office of The Gas Company or at www.socalgas.com

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.

Therms Standard unit of measuring heat energy.

Utility Users Tax Tax charged by some cities and counties based on the amount of the current monthly gas bill. These cities and counties require The Gas Company to collect this Utilities Users Tax for them.

Other Important Phone Numbers

For the following, call
Monday - Friday, 8am-5pm:

粵語電話 Cantonese	1-800-427-1420
한국어 전화 Korean	1-800-427-0471
國語電話 Mandarin	1-800-427-1429
NÓI TIẾNG VIỆT Vietnamese	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 and CARE applications for income qualified customers.

To locate underground cables & gas pipes, please call DigAlert, Monday-Friday, 6am-7pm **8-1-1**

Payment Options \$

Online: It's fast, easy and free. Just register or sign into My Account at <https://myaccount.socalgas.com>

Home banking: If you pay bills online through your bank, check with them, to see if you can receive your bill online.

Direct Debit: Have your payment automatically deducted from your account. For more information, call 1-800-427-2200 or visit www.socalgas.com

Pay by Phone: Call 1-800-427-2700 to enroll or, if already enrolled, call to authorize a payment from your checking account.

By Mail: Mail your check or money order, along with the payment stub at the bottom of your bill, in the enclosed envelope to The Gas Company, PO Box C, Monterey Park, CA 91756

ATM/Debit/Credit Card or Electronic Check: You can use most major ATM/debit cards, VISA and MasterCard credit cards, or the Electronic Check thru BillMatrix. A convenience fee is charged. Contact BillMatrix at 1-800-232-6629 or visit www.socalgas.com.

In Person: Pay in person at one of our conveniently located payment locations. To find the nearest location and hours of operation, call 1-800-427-2200 or visit www.socalgas.com.

The Gas Company Payment Locations

Authorize Payment Agencies - Call the Self Service Options number 1-800-772-5050 for the addresses of payment agencies in your area.

Company Offices

Ahambra, 7 South First St.
Anaheim, 131 W. Center St. Promenade
Banning, 80 E. Ramsey St. #A
Bellflower, 16901 S. Bellflower Blvd.
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 Avenue
Hanford, 321 N. Dooty St., Suite B
Hemet, 527 N. San Jacinto St.

Hollywood, 1811 N. Hillhurst St.
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, 4819 S. Central Ave.
Los Angeles, 2522 N. Daly St.
Monrovia, 141 S. Myrtle Ave.
Ontario, 982 N. Mountain Ave.
Oxnard, 1840 E. Gonzales Rd.
Palm Springs, 211 N. Sunrise Way
Pasadena, 1214 E. Green St. #102
Pomona, 196 E. 3rd St.
Porterville, 59 W. Thurman Ave.

Riverside, 3480 Orange St.
San Bernardino, 624-F W. 4th St.
San Fernando, 444 S. Brand Blvd. Ste. 101
San Luis Obispo, 1314 Broad St.
San Pedro, 529 W. 9th St.
Santa Ana, 738 S. Harbor Blvd.
Santa Barbara, 134 E. Victoria St.
Santa Fe Spring, 11516 Telegraph Rd.
Santa Maria, 1954 S. Broadway, Suite J
Santa Monica, 1300 8th St.
South Gate, 3530 Tweedy Blvd.
Van Nuys, 6550 Van Nuys Blvd.
Visalia, 1305 E. Noble Ave.
Watts, 1865 E. 103rd St.
Wilmington, 929 N. Avalon Blvd.

Drop Box Location

Burbank, Public Service Department, 164 W. Magnolia

Providing safe and reliable energy to our customers for more than 140 years.