

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3298



October 7, 2010

**Advice Letter 4117-A**

Rasha Prince, Director  
Regulatory Affairs  
Southern California Gas  
555 W. Fifth Street, GT14D6  
Los Angeles, CA 90013-1011

**Subject: Supplemental – Submission of the New Tenant Notification  
Letter and Revised Notice to Tenants Termination of Gas  
Service Form in Compliance with PU Code Sections 777 and  
777.1**

Dear Ms. Prince:

Advice Letter 4117-A is effective July 1, 2010.

Sincerely,

A handwritten signature in blue ink that reads "Julie A. Fitch".

Julie A. Fitch, Director  
Energy Division



**Rasha Prince**  
Director  
Regulatory Affairs

555 W. Fifth Street, GT14D6  
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*RPrince@semprautilities.com*

August 31, 2010

Advice No. 4117-A  
(U 904 G)

Public Utilities Commission of the State of California

**Subject: Supplement: Submission of the New Tenant Notification Letter and Revised Notice to Tenants Termination of Gas Service Form in Compliance with PU Code Sections 777 and 777.1**

Southern California Gas Company (SoCalGas) hereby submits for filing with the California Public Utilities Commission (Commission) revisions to its tariff forms, applicable throughout its service territory, as shown on Attachment B.

**Purpose**

This supplement complies with the direction of the Division of Ratepayer Advocates (DRA) and Disability Rights Advocates (DisabRA) to replace in its entirety Advice No. (AL) 4117 filed on May 27, 2010. This filing complies with amended Sections 777 and 777.1 of the Public Utilities (PU) Code, per Senate Bill (SB) 120 (Lowenthal, 2009) approved on October 11, 2009.<sup>1</sup>

**Background**

Pursuant to SB 120, PU Code Section 777 was amended to provide that, where a landlord-tenant relationship exists, if the Utility furnishes individually metered service to residential occupants in a detached single-family dwelling, multiunit residential structure, mobile home park, or permanent residential structure in a labor camp, and the owner, manager, or operator is the customer of record, the Utility is required to make every good faith effort to inform the residential occupants, by means of a specified written notice, when the account is in arrears, that service will be terminated at least 10 days prior to termination. The notice is required to be in English, Spanish, Chinese, Tagalog, Vietnamese, and Korean.

Additionally, PU Code Section 777.1 was amended to provide that, if the Utility furnishes residential service to residential occupants through a master meter in a multiunit residential

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<sup>1</sup> San Diego Gas & Electric (SDG&E) filed AL 2713-E-A/1952-G-A on August 16, 2010 requesting approval of its forms consistent with SB 120.

structure, mobile home park, or permanent residential structure in a labor camp, and the owner, manager, or operator is the customer of record, the Utility is required to make every good faith effort to inform the residential occupants, by means of a written notice posted on the door of each residential unit at least 15 days prior to termination, when the account is in arrears, that service will be terminated on a date specified in the notice. If it is not reasonable or practical to post the notice on each door of each residential unit, the Utility shall post two copies of the notice in each accessible common area and at each point of access to the structure or structures. The notice is required to be in English, Spanish, Chinese, Tagalog, Vietnamese, and Korean.

SoCalGas filed AL 4117 on May 27, 2010 for approval of Form 4636-D, Notice to Tenants Termination of Gas Service consistent with SB 120. Form 4636-D informs residential occupants in English, Spanish, Chinese, Tagalog, Vietnamese, and Korean, at least 10 days prior to termination when the account is in arrears, that service will be terminated.

On June 16, 2010, DRA and DisabRA filed a Joint Protest of SoCalGas Advice Letter 4117 and SDG&E Advice Letter 2173-E/1952-G.<sup>2</sup> In their Protest, DRA and DisabRA raise a number of issues with AL 4117 and AL 2173-E/1952-G. In particular, DRA and DisabRA contend that the Utilities' proposed communications do not clearly provide the tenant/residential occupants a means of avoiding service termination, fail the spirit of the Commission's ongoing proceeding to reduce service disconnections through improved customer notice and education, and are written in bureaucratic and legalistic language that the average consumer may not understand. DRA and DisabRA conclude that the Utilities' proposed communications should be written more simply and clearly to educate and assist the consumer.

In response to the Joint Protest of DRA and DisabRA, this supplemental advice letter resolves the issues raised by DRA and DisabRA in their protest. The changes modify Form 4636 D, which is now Form 4636-E, and the Tenant Notification Letter to make the communications more customer friendly and to provide clear direction to educate and assist the customer.

### **Tenant Notification Letter**

In compliance with PU Code Section 777 described above, SoCalGas submits its new tenant notification letter to inform the residential occupants, when the account is in arrears, that service will be terminated at least 10 days prior to termination. This notification does not disclose customer specific information, retains customer confidentiality of the owner, manager, or operator, and shall be in English, Spanish, Chinese, Tagalog, Vietnamese, and Korean. See Attachment C for a copy of the tenant notification letter, which is being provided for informational purposes only.

In discussions with DRA and DisabRA, SoCalGas has also agreed to further modify this letter to incorporate the date of disconnection and the amount of the average bill in the Tenant Notification letter. Since the inclusion of this additional information requires

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<sup>2</sup> SoCalGas and SDG&E (the Utilities) filed a Joint Reply to the Joint Protest of DRA and DisabRA on June 23, 2010 indicating the Utilities had been in contact with DRA and DisabRA to discuss their concerns and to consider alternative language to the Utilities' proposed forms and remained hopeful they could resolve any concerns sufficiently to file a Supplemental AL for the Commission's consideration.

additional programming SoCalGas cannot make these changes available now, but will file a subsequent Advice Letter for the Commission's consideration, no later than March 31, 2012, when the modified letter is available.

### **Forms**

In compliance with PU Code Section 777.1 described above, SoCalGas revises its written notice, Notice to Tenants Termination of Gas Service (Form 4636-E), posted on the door of each residential unit or two copies posted in each accessible common area and at each point of access to the structure or structures in English, Spanish, Chinese, Tagalog, Vietnamese, and Korean. Additionally, Form 4636-E is revised to conform to the American National Standards Institute's norms and guidelines for notifications. See Attachment B for a copy of the revised Form 4636-E.

### **Protest**

Due to the fact that SB 120 requires the form change presented herein to be made available to customers beginning July 1, 2010, SoCalGas requests a shortened protest period of five days and a shortened response period of two days. If SoCalGas' request is granted, protests will be due in five days, which is September 5, 2010. Anyone may protest this Advice Letter to the California Public Utilities Commission. The protest must state the grounds upon which it is based, including such items as financial and service impact, and should be submitted expeditiously. There is no restriction on who may file a protest. The address for mailing or delivering a protest to the Commission is:

CPUC Energy Division  
Attention: Tariff Unit  
505 Van Ness Avenue  
San Francisco, CA 94102

Copies of the protest should also be sent via e-mail to the attention of both Maria Salinas ([mas@cpuc.ca.gov](mailto:mas@cpuc.ca.gov)) and Honesto Gatchalian ([jnj@cpuc.ca.gov](mailto:jnj@cpuc.ca.gov)) of the Energy Division. A copy of the protest should also be sent via both e-mail and facsimile to the address shown below on the same date it is mailed or delivered to the Commission.

Attn: Sid Newsom  
Tariff Manager - GT14D6  
555 West Fifth Street  
Los Angeles, CA 90013-1011  
Facsimile No. (213) 244-4957  
E-mail: [snewsom@SempraUtilities.com](mailto:snewsom@SempraUtilities.com)

### **Effective Date**

SoCalGas believes that this filing is subject to Energy Division disposition and should be classified as Tier 2 (effective after staff approval) pursuant to GO 96-B. In compliance with the amended PU Code Sections 777 and 777.1, dated October 11, 2009, SoCalGas requests that the tariff sheets filed herein are to be effective for service on and after July 1, 2010, as requested in AL 4117.

**Notice**

A copy of this advice letter is being sent to the parties listed on Attachment A.

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Rasha Prince  
Director – Regulatory Affairs

Attachments

# CALIFORNIA PUBLIC UTILITIES COMMISSION

## ADVICE LETTER FILING SUMMARY ENERGY UTILITY

MUST BE COMPLETED BY UTILITY (Attach additional pages as needed)

Company name/CPUC Utility No. SOUTHERN CALIFORNIA GAS COMPANY (U 904G)

Utility type:

ELC

GAS

PLC

HEAT

WATER

Contact Person: Sid Newsom

Phone #: (213) 244-2846

E-mail: SNewsom@semprautilities.com

### EXPLANATION OF UTILITY TYPE

ELC = Electric

GAS = Gas

PLC = Pipeline

HEAT = Heat

WATER = Water

(Date Filed/ Received Stamp by CPUC)

Advice Letter (AL) #: 4117-A

Subject of AL: Supplement: Submission of the New Tenant Notification Letter and Revised Notice to Tenants Termination of Gas Service Form in Compliance with PU Code Sections 777 and 777.1

Keywords (choose from CPUC listing): Preliminary Statement, Core, Compliance

AL filing type:  Monthly  Quarterly  Annual  One-Time  Other \_\_\_\_\_

If AL filed in compliance with a Commission order, indicate relevant Decision/Resolution #:

D98-07-068

Does AL replace a withdrawn or rejected AL? If so, identify the prior AL No

Summarize differences between the AL and the prior withdrawn or rejected AL<sup>1</sup>: N/A

Does AL request confidential treatment? If so, provide explanation: No

Resolution Required?  Yes  No

Tier Designation:  1  2  3

Requested effective date: July 1, 2010

No. of tariff sheets: 3

Estimated system annual revenue effect (%): N/A

Estimated system average rate effect (%): N/A

When rates are affected by AL, include attachment in AL showing average rate effects on customer classes (residential, small commercial, large C/I, agricultural, lighting).

Tariff schedules affected: Forms and TOCs

Service affected and changes proposed<sup>1</sup>: N/A

Pending advice letters that revise the same tariff sheets: \_\_\_\_\_

Protests and all other correspondence regarding this AL are due no later than 20 days after the date of this filing, unless otherwise authorized by the Commission, and shall be sent to:

CPUC, Energy Division

Attention: Tariff Unit

505 Van Ness Ave.,

San Francisco, CA 94102

mas@cpuc.ca.gov and jnj@cpuc.ca.gov

Southern California Gas Company

Attention: Sid Newsom

555 West 5<sup>th</sup> Street, GT14D6

Los Angeles, CA 90013-1011

SNewsom@semprautilities.com

<sup>1</sup> Discuss in AL if more space is needed.

**ATTACHMENT A**  
**Advice No. 4117-A**

**(See Attached Service List)**

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ATTACHMENT B  
Advice No. 4117-A

Cal. P.U.C. Sheet No.	Title of Sheet	Cancelling Cal. P.U.C. Sheet No.
Revised 46385-G	COLLECTION NOTICES, Notice to Tenants, Termination of Gas Service, Form 4636-E, 08/10	Revised 36790-G
Revised 46386-G	TABLE OF CONTENTS	Revised 45415-G
Revised 46387-G	TABLE OF CONTENTS	Revised 46384-G

COLLECTION NOTICES  
Notice to Tenants  
Termination of Gas Service, Form 4636-E, 08/10

T

(See Attached Form)

(TO BE INSERTED BY UTILITY)  
ADVICE LETTER NO. 4117-A  
DECISION NO.

ISSUED BY  
**Lee Schavrien**  
Senior Vice President  
Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)  
DATE FILED Aug 31, 2010  
EFFECTIVE Jul 1, 2010  
RESOLUTION NO. \_\_\_\_\_

## NOTICE TO TENANTS TERMINATION OF GAS SERVICE

Account Number - Número de cuenta - 賬號 - 구조 번호 - Số Trương Mục - Numero ng Kuwenta

Service Address - Domicilio de servicio - 服務地址 - 서비스 주소 - Địa Chỉ Dịch Vụ - Direksiyon ng Tirahan na tumatanggap ng Serbisyo

Date Service Will Be Terminated - Fecha en que se suspenderá el servicio - 服務終止日期 - 서비스 차단 예정일  
Ngày Chấm Dứt Cung Cấp Dịch Vụ - Petsa kung Kailan Titigilin ang Serbisyo

Average monthly bill for this account (serving multiple tenants) - Fatura mensual promedio para esta cuenta (con servicio a varios inquilinos)  
此帳戶的平均每月帳單 (服務於多位元租戶) - 본 계정의 평균 월별 청구금액 (다세대 가구용) - Hóa đơn trung bình hàng tháng cho  
trương mục này (phục vụ nhiều người thuê nhà) - Ang karaniwang singil bawat buwan para sa kuwentang ito (nagsisilbi sa higit sa isang nangungupahan)

Gas service will be shut-off to the address listed above unless payment for the past due bill is received from the Landlord. Your Landlord has been notified.

**WHAT YOU CAN DO TO AVOID GAS SHUT-OFF:** Tenants may transfer the gas service in their name without paying for the past-due amount to avoid shut off (California Public Utilities Commission code 777). Tenants have the right to deduct payment for such service from periodic rent payments. Arrangements for service may be made if all tenants agree to assume individual or joint responsibility for future bills. In order to establish credit, you may need to show proof of prompt payment of rent, phone or cable or payment of other financial commitments over the last 12 months.

For further information, please call The Gas Company<sup>SM</sup> at 1-800-427-2200. Gas Company payment offices as well as legal aide information may be found on the back of this notice.

### AVISO A LOS INQUILINOS

El servicio de gas será interrumpido en el domicilio que aparece en la parte superior a menos de que se reciba por parte del propietario el pago de la factura vencida. El dueño ya ha sido notificado.

**QUÉ PUEDE HACER PARA EVITAR LA INTERRUPCIÓN DEL GAS:** Los inquilinos pueden transferir el servicio de gas a su nombre sin pagar el monto vencido para evitar la interrupción (código 777 de la Comisión de Servicios Públicos de California). Los inquilinos tienen el derecho de deducir el pago por dicho servicio de los pagos periódicos de alquiler. Pueden hacerse arreglos para proveer el servicio si todos los inquilinos están de acuerdo en asumir individual o conjuntamente la responsabilidad de las facturas futuras. Para establecer crédito, tal vez requiera mostrar comprobantes de haber pagado a tiempo el alquiler, el servicio de teléfono o de cable, o el pago de otro tipo de compromisos financieros, durante los últimos 12 meses.

Para mayor información, por favor llame a The Gas Company<sup>SM</sup> al 1-800-342-4545. Puede encontrar información sobre las oficinas de pago de The Gas Company, así como de asistencia legal, al reverso de este aviso.

### 給租戶的通知

除非房東支付逾期未付的費用，否則以上所列地址的瓦斯服務將被切斷。您的房東已經接獲通知。

**如何才能防止切斷瓦斯供應：**租戶可將瓦斯服務轉入其名下，無需支付此地址的欠費金額以避免切斷供應（加州公用事業管理委員會法典 777 篇）。租戶有權從定期房租付款中扣除用於此類服務的款項。如果所有租戶同意分別或共同承擔未來賬單的支付責任，我們可以作出服務安排。為了建立信用，您可能需要出示過去 12 個月內及時支付房租、電話、有線電視或其他財務承諾的付款證明。

如需瞭解進一步訊息，請致電 The Gas Company<sup>SM</sup>，號碼為 1-800-427-1420（粵語）/ 1-800-427-1429（國語）。Gas Company 付費辦事處以及法律援助資訊可在此通知的背面找到。

### 임차인에 대한 통지

임대주로부터 연체된 미납금을 받지 않으면, 위에 기재된 주소의 가스 서비스가 중단될 것입니다. 귀하의 임대주는 통지를 받았습니다.

**가스가 중단되는 것을 막기 위한 방법:** 임차인은 연체된 미납금을 지불하지 않고, 가스 서비스를 자신의 명의로 이전 시킬 수 있습니다 (캘리포니아주 공공 유틸리티 규정 777). 임차인은 또한 이러한 서비스 요금을 정기 임대료에서 공제할 권리가 있습니다. 모든 임차인이 개별적으로 또는 공동으로 미래의 청구서 책임을 지는 것에 대한 동의가 있으면, 서비스가 마련될 수 있습니다. 크레딧을 개설하시기 위해, 임대료나 전화, 케이블 혹은 지난 12 개월간의 채무를 납부했다는 증명을 하셔야 할 수도 있습니다.

보다 상세한 정보가 필요하시면, The Gas Company<sup>SM</sup> (1-800-427-0471) 로 전화하십시오. Gas Company 납부 사무실 또한 법적 보조에 대한 안내사항이 본 통지서 뒷면에 나와 있습니다.

### THÔNG BÁO CHO NGƯỜI THUÊ NHÀ

Dịch vụ gas cho địa chỉ nêu trên sẽ bị ngưng trừ khi nhận được đầy đủ khoản tiền trả cho hóa đơn quá hạn của Chủ Cho Thuê Nhà ngay lập tức. Chủ Cho Thuê Nhà của quý vị đã được thông báo.

**NHỮNG ĐIỀU QUÝ VỊ CÓ THỂ LÀM ĐỂ KHÔNG BỊ NGỪNG GAS:** Người thuê nhà có thể chuyển dịch vụ gas sang tên của mình mà không cần trả khoản nợ quá hạn trước đây để không bị cắt gas (điều luật Tiện Ích Công Cộng Tiểu Bang California số 777, hay California Public Utilities Commission code 777). Người thuê nhà có quyền trừ khoản tiền trả cho dịch vụ này vào tiền thuê nhà thường kỳ. Có thể thu xếp để nhận dịch vụ khi tất cả người thuê nhà cùng thỏa thuận đảm nhận trách nhiệm cá nhân hoặc trách nhiệm chung đối với việc trả các hóa đơn sau này. Để lập tín dụng, quý vị có thể cần trình chứng từ trả tiền nhà, điện thoại hoặc truyền hình cable, hoặc bản phân trả nợ tín dụng khác đúng hạn trong vòng 12 tháng qua.

Để biết thêm thông tin, xin gọi cho The Gas Company<sup>SM</sup> tại 1-800-427-0478. Quý vị có thể tìm thông tin về các văn phòng thu tiền của The Gas Company cũng như dịch vụ trợ giúp pháp lý ở mặt sau tờ thông báo này.

### PAHAYAG SA MGA NANGUNGUPAHAN (TENANTS)

Titigilin ang serbisyonang gas para sa tirahang nakalista sa itaas maliban kung matanggap namin kaagad mula sa pinaupahan (landlord) ang bayad para sa nahuling balanse. Ang inyong pinaupahan ay ipinagbigay-alam.

**ANO ANG MAARI NINYONG GAWIN UPANG MAIWASAN ANG PAGTIGIL NG GAS:** Upang maiwasan ang pagtigil ng gas, maaring ilipat ng mga nangungupahan (tenants) ang serbisyonang gas sa kanilang pangalan, nang walang bayad ng nahuling pagkakautang (California Public Utilities Commission batas 777). Karapatan ng nangungupahan na kaltasin ang mga bayad para sa gayong serbisyo mula sa mga pana-panahong pagbabayad sa upa. Ang mga pag-aayos para sa serbisyo ay maaring gawin kung magkakasundo ang lahat ng mga nangungupahan na sarili o sama-sama nilang aakuin ang pananagutan para sa mga kuwenta sa hinaharap. Upang ipatunay ang karapatan sa pag-utang (o credit), maaari ninyong kailanganing magpakita sa palingkuran (utility) ng katunayan ng napapanahong pagbayad ng upa, telepono o cable o pagbayad ng mga ibang tipo ng pagkakautang sa nakaraang 12 buwan na maaaring tanggapin.

Para sa karagdagang impormasyon, mangyaring tumawag sa The Gas Company<sup>SM</sup> sa 1-800-427-2200. Impormasyon hinggil sa mga payment offices (mga opisinang tumatanggap ng mga bayad) ng Gas Company gayundin impormasyon tungkol sa legal aide ay matatagpuan sa likod ng pahayag na ito.

# Gas Company Payment Offices

CUSTOMER SERVICE TELEPHONE NUMBERS			
For English and Spanish speaking and hearing/speech impaired customers, representatives are available 24 hours a day/7 days a week.		For other languages call:	
English	1(800)427-2200	粵語	1(800)427-1420
Español	1(800)342-4545	한국어	1(800)427-0471
TDD/TTY	1(800)252-0259	國語	1(800)427-1429
		Tiếng Việt	1(800)427-0478
		Other Languages:	1(888)427-1345
CITY	STREET ADDRESS	CITY	STREET ADDRESS
Alhambra	7 South First St.	Los Angeles	4619 S. Central Ave.
Anaheim	131 W. Center St. Promenade	Los Angeles	2522 N. Daly St.
Banning	60 E. Ramsey St., Suite A	Monrovia	141 S. Myrtle Ave.
Bellflower	16901 S. Bellflower Blvd.	Ontario	962 N. Mountain Ave.
Commerce	5708 E. Whittier Blvd.	Oxnard	425 S. "B" St.
Compton	700 N. Long Beach Blvd.	Palm Springs	211 N. Sunrise Way
Corona	482 S. Corona Mall	Pasadena	1214 E. Green St.
Covina	932 N. Citrus Ave.	Pomona	196 E. 3rd St.
Delano	1227 Jefferson St.	Porterville	59 W. Thurman Ave.
Dinuba	239 E. Tulare St.	Riverside	3460 Orange St.
El Centro	1111 W. Main St.	San Bernardino	624-F W. 4th St.
El Monte	11912 Valley Blvd., Suite B	San Fernando	444 S. Brand Blvd., Suite 101
Fontana	9781 Sierra Ave., Suite C	San Luis Obispo	1314 Broad St.
Glendale	213 N. Orange St., Suite A	San Pedro	529 W. 9th St.
Hanford	321 N. Douty St., Suite B	Santa Ana	738 S. Harbor Blvd.
Hemet	527 N. San Jacinto St.	Santa Barbara	134 E. Victoria St.
Hollywood	1811 N. Hillhurst Ave.	Santa Fe Springs	11516 Telegraph Rd.
Huntington Park	5916 Pacific Blvd.	Santa Maria	1954 S. Broadway, Suite J
Indio	45123 Towne Ave.	Santa Monica	1300 6th. St.
Inglewood	3530 W. Century Blvd., Suite 102	South Gate	4233 Tweedy Blvd.
Lancaster	2065 W. Avenue K	Van Nuys	6550 Van Nuys Blvd.
Lompoc	128 S. "H" St.	Visalia	1305 E. Noble Ave.
Los Angeles	Baldwin Hills/Crenshaw Mall, 3650 W Martin Luther King Jr. Blvd., #246	Watts	1665 E. 103rd St.
		Wilmington	929 N. Avalon Blvd.

## Legal Advice Is Available Through Legal Aid At:

CITY	STREET ADDRESS	ZIP CODE	PHONE #
Anaheim	250 E. Cypress	92805	(714) 571-5200
Bakersfield	615 California Avenue	93304	(805) 325-5943
Compton	725 W. Rosecrans	90222	(800) 834-5001
Fresno	2014 Tulare, #600	93721	(559) 570-1200
Lompoc	110 S. "C" Street, Suite C	93436	(805) 736-6582
Long Beach	110 Pine Avenue, Suite 420	90802	(562) 435-3501
Los Angeles	1102 South Crenshaw Boulevard	90019	(800) 399-4529
Norwalk	11834 E. Firestone	90650	(800) 834-5001
Oxnard	250 Citrus Grove Lane., Ste 210	93032	(805) 487-6531
Pomona	243 E. Mission Blvd.	91766	(909) 623-6357
Riverside	1120 Palmyrita Avenue Suite 210	92507	(909) 784-1020
Santa Ana	902 N. Main Street	92705	(714) 571-5200
Santa Barbara	301 E. Canon Perdido Street	93101	(805) 963-6754
Santa Maria	301 S. Miller Street, Suite 116	93454	(805) 922-9909
Visalia	208 W. Main, #U-1	93291	(559) 733-8770

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(Continued)

(TO BE INSERTED BY UTILITY)

ADVICE LETTER NO. 4117-A  
 DECISION NO.

ISSUED BY

**Lee Schavrien**  
 Senior Vice President  
 Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)

DATE FILED Aug 31, 2010  
 EFFECTIVE Jul 1, 2010  
 RESOLUTION NO. \_\_\_\_\_

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(Continued)

(TO BE INSERTED BY UTILITY)  
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 Senior Vice President  
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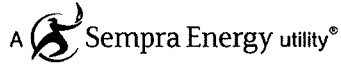


**ATTACHMENT C**

**Advice No. 4117-A**

**Southern California Gas Company**

**Notice to Tenants – Termination of Gas Letter**



## NOTICE OF SERVICE DISCONNECTION

<Date>

**Dear Occupant:**

The gas service to the address listed below will be disconnected in approximately 15 days due to non-payment, unless payment of the full amount is received immediately from the Landlord.

### WHAT YOU CAN DO TO AVOID GAS SHUT-OFF

Per the California Public Utilities Commission code 777, if services are billed in your landlord's name, you have the right to become a customer of the utility, without paying for the past-due amount owing at this address. Tenants also have the right to deduct payment for such service from periodic rent payments.

If you decide to become a customer of the utility, you may need to establish credit by showing proof of prompt payment of rent, phone or cable utilities or payment on other acceptable kinds of debt over the last 12 months.

### IF YOU NEED ASSISTANCE

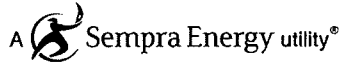
- **Contact your local Legal Aid Office for assistance.** PLACEHOLDER FOR PERSONALIZED LEGAL REFERRALS BASED ON WHERE THE CUSTOMER LIVES.
- **If you still have questions, please contact us at 1-800-427-2200 for assistance.**

Stub

Occupant

<address>

<city>, CA <zip code>



## AVISO DE DESCONEXIÓN DEL SERVICIO

<Date>

### Apreciable ocupante:

El servicio de gas en el domicilio que aparece en la parte inferior será desconectado en aproximadamente 15 días por falta de pago, a menos de que se reciba inmediatamente por parte del propietario el pago del monto total.

### QUÉ PUEDE HACER PARA EVITAR LA INTERRUPCIÓN DEL GAS

Conforme al código 777 de la Comisión de Servicios Públicos de California, si los servicios se facturan a nombre del dueño, usted tiene el derecho de hacerse cliente de la empresa de servicios públicos, sin pagar el monto vencido que se deba en este domicilio. Los inquilinos también tienen el derecho de deducir el pago por dicho servicio de los pagos periódicos de alquiler.

Si decide hacerse cliente de la empresa de servicios públicos, tal vez requiera establecer crédito mostrando comprobantes de haber pagado a tiempo el alquiler, el servicio de teléfono o de cable, o el pago de otro tipo de deuda aceptable, durante los últimos 12 meses.

### SI NECESITA ASISTENCIA

- **Comuníquese a la organización Legal Aid Office de su localidad para pedir asistencia.**  
<PLACEHOLDER FOR PERSONALIZED LEGAL REFERRALS BASED ON WHERE THE CUSTOMER LIVES.>
- **Si sigue teniendo dudas, por favor comuníquese con nosotros al 1-800-342-4545 para asistencia.**


Stub

Ocupante

<address>

<city>, CA <zip code?>



A  Semptra Energy utility®

## 服務中斷通知

<Date>

Dear Occupant:

親愛的住戶：

由於未付費用，向下列地址提供的瓦斯服務將於大約 15 天內中斷，除非房東立即支付全額費用。

如何才能防止切斷瓦斯供應

依據加州公用事業委員會法典 777 篇，如果該服務以您房東的姓名開具賬單，您無需支付此地址的欠費金額，即有權成爲該公共設施的客戶。租戶同樣有權從定期房租付款中扣除用於此類服務的款項。

如果您決定成爲該公共設施的客戶，可能需要建立信用，出示過去 12 個月內及時支付房租、電話、有線電視或其他可接受債務的支付證明。

如需協助

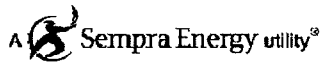
- 請聯繫法律協助辦公室 (Legal Aid Office) 尋求幫助。<PLACEHOLDER FOR PERSONALIZED LEGAL REFERRALS BASED ON WHERE THE CUSTOMER LIVES.>
- 若您仍有問題，請致電 1-800-427-1420 (粵語) / 1-800-427-1429 (國語) 尋求幫助。

存根

住戶

<address>

<city>, CA <zip code>



## PAHAYAG HINGGIL SA PAGTIGIL NG SERBISYO

<Date>

### Mahal na Naninirahan:

Sa 15 araw humigit-kumulang, titigilin ang serbisyong gas para sa tirahang nakalista sa ibaba dahil sa hindi pagbabayad ng mga pagkakautang, maliban kung matanggap namin kaagad mula sa pinauupahan (landlord) ang buong nahuling balanse.

### ANO ANG MAARI NINYONG GAWIN UPANG MAIWASAN ANG PAGTIGIL NG GAS

Ayon sa California Public Utilities Commission batas 777, kung ang may-ari ng tirahang pinauupahan (landlord) ang sinisingil para sa mga serbisyo para sa tirahang ito, karapatan ninyo ang maging isang customer ng palingkurang-bayan (utility) nang walang bayad ng nahuling pagkakautang sa tirahan na ito. Ang mga nangungupahan (tenants) ay may karapatan din na kaltasin ang mga bayad para sa gayong serbisyo mula sa mga pana-panahong pagbabayad sa upa.

Kung papasiyihin ninyong maging isang customer ng palingkurang-bayan, maaari kayong kailanganing ipatunay ang karapatan sa pag-utang (o credit) sa pamamagitan ng pagpapakita sa palingkuran (utility) ng katunayan ng napapanahong pagbayad ng upa, telepono o cable o pagbayad ng mga ibang tipo ng pagkakautang sa nakaraang 12 buwan na maaaring tanggapin.

### KUNG KAILANGAN NINYO NG TULONG

- **Tawagan ang Legal Aid Office sa inyong pamayanan upang makatanggap ng tulong.**  
<PLACEHOLDER FOR PERSONALIZED LEGAL REFERRALS BASED ON WHERE THE CUSTOMER LIVES.>
- **Kung mayroon pa kayong mga katanungan, mangyaring tawagan ninyo kami sa 1-800-427-2200 upang makatanggap ng tulong.**

Talunaryo

Naninirahan

<address>

<city>, CA <zip code?>



A  Sempra Energy utility<sup>®</sup>

## THÔNG BÁO CHẤM DỨT DỊCH VỤ

<Date>

### Kính gửi Người Thuê Nhà:

Dịch vụ cung cấp khí đốt cho địa chỉ dưới đây sẽ bị ngưng trong vòng 15 ngày vì không trả hóa đơn, trừ khi nhận được đầy đủ khoản tiền trả cho hóa đơn quá hạn của Chủ Cho Thuê Nhà ngay lập tức.

### NHỮNG ĐIỀU QUÝ VỊ CÓ THỂ LÀM ĐỂ KHÔNG BỊ NGƯNG DỊCH VỤ KHÍ ĐỐT

Chiếu theo điều luật Tiện Ích Công Cộng Tiểu Bang California số 777 (California Public Utilities Commission code 777), nếu chủ cho thuê nhà đứng tên hóa đơn cho các dịch vụ cung cấp tới địa chỉ này, thì quý vị có quyền trở thành khách hàng sử dụng tiện ích mà không cần phải trả khoản phí dịch vụ còn nợ trước đây của địa chỉ này. Người thuê nhà cũng có quyền trừ khoản tiền trả cho dịch vụ này vào tiền thuê nhà thường kỳ.

Nếu quý vị quyết định trở thành khách hàng sử dụng tiện ích, quý vị có thể cần lập tín dụng bằng cách trình chứng từ trả tiền nhà, điện thoại hoặc truyền hình cable hoặc bản phạt trả nợ tín dụng khác đúng thời hạn trong vòng 12 tháng qua.

### NẾU QUÝ VỊ CẦN TRỢ GIÚP

- Xin liên lạc với Legal Aid Office (Văn Phòng Trợ Giúp Pháp Lý) địa phương để được giúp đỡ. <PLACEHOLDER FOR PERSONALIZED LEGAL REFERRALS BASED ON WHERE THE CUSTOMER LIVES.>
- Nếu quý vị vẫn có thắc mắc, xin liên lạc với chúng tôi theo số 1-800-427-0478 để được giúp đỡ.

Chứng từ

Người Thuê Nhà

<address>

<city>, CA <zip code?>



## 서비스 중단 통지서

<Date>

거주자 여러분 안녕하십니까.

임대주로부터 전 금액을 즉시 받지 않으면, 연체된 미납금으로 인해 아래 기재된 주소의 가스 서비스가 약 15 일내에 중단될 것입니다.

**가스가 끊어지는 것을 막기 위한 방법:**

캘리포니아주 공공 유틸리티 규정 777 에 의해, 이 주소의 서비스에 대한 청구서가 귀하의 임대주 명의로 발송되었다면, 귀하는 이 주소에서 미납한 금액을 지불하지 않고 서비스의 고객이 되실 권리가 있습니다. 임차인은 또한 이러한 서비스 요금을 정기 임대료에서 공제할 권리가 있습니다.

서비스의 고객이 되실 것을 결정하시면, 임대료나 전화, 케이블 시설 또는 지난 12 개월간의 인정 가능한 종류의 채무를 납부했다는 증거를 제시함으로써 크레딧을 수립할 필요가 있을지도 모릅니다.

**도움이 필요하십니까?**

- 도움이 필요하시면, 귀하의 지역 Legal Aid Office 로 연락하십시오. <PLACEHOLDER FOR PERSONALIZED LEGAL REFERRALS BASED ON WHERE THE CUSTOMER LIVES.>
- 더 문의사항이 있으시면, 도움을 드릴 수 있도록 저희에게 1-800-427-0471 으로 전화하십시오.

쪽지

거주인

<address>

<city>, CA <zip code?>