

RULE NO. 3

APPLICATION FOR SERVICE

A. CUSTOMER APPLICATION

1. In addition to the information the Company may require each applicant for gas service to establish credit in accordance with Rule No. 6, Establishment and Reestablishment of Credit of this California tariff and to establish the identity of the applicant, all applicants shall provide such other information as the Company may reasonably require for gas service. This information includes, but is not limited to:

- a. Legal name of applicant(s).
- b. Name of applicant's spouse or co-applicant.
- c. Date of birth.
- d. Date and place of application.
- e. Location of premises to be served.
- f. Previous address.
- g. Address to which bills are to be mailed or delivered.
- h. Date applicant will be ready for gas service.
- i. Whether the premises have been previously supplied with gas.
- j. Purposes for which gas service is to be used.
- k. Rate schedule desired (if optional schedules are available).
- l. Telephone number.
- m. Third party identification, address and telephone number, at the option of an elderly and/or disabled applicant.
- n. Whether applicant is owner, agent or tenant of premises.
- o. Whether applicant or other permanent resident is elderly and/or disabled.

2. Third party notification:

If an applicant or customer who is elderly and/or disabled lists a third party whom they wish notified to receive copies of the bills in the event that their service is scheduled for discontinuance in accordance with Rule No. 11 of this California Gas Tariff, such third party's name, address, and telephone number shall be noted on the application for service.

The Company shall establish procedures to ensure that third parties consent to receive a copy of the termination notice. The Company shall inform all customers at least once annually of the availability of this service.

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APPLICATION FOR SERVICE  
(Continued)

A. CUSTOMER APPLICATION (Continued)

3. Purpose

The application is merely a request for service, and does not in itself bind the Company to serve except under reasonable conditions, nor does it bind the customer to take service for a longer period than minimum requirements of the rate.

In the absence of a signed application or contract for service, the supplying of gas service by the Company and the acceptance thereof by the customer shall be deemed to constitute an agreement by and between the Company and the customer for delivery, acceptance of and payment for gas service under the Company's applicable rates and rules and regulations.

4. Refusal of Service

a. The Company may discontinue or refuse to provide service to the applicant if the acts of the applicant indicate an unsafe situation for the Company employee or if the acts of the applicant or the conditions upon his/her premises indicate that false, incomplete, or inaccurate information was provided to the Company. The Company shall provide the applicant the reason for such refusal.

b. The Company may discontinue or deny service at a premises where bills for service provided to a prior customer are still outstanding, if it is determined by the Company that the prior customer is still at that same premises or that it can be shown that the new and prior customers shared the premises during the period that the bills were incurred.

B. INDIVIDUAL LIABILITY FOR JOINT SERVICE

Two or more parties who join in one application for service shall be jointly and severally liable thereunder and shall be billed by means of single periodic bills. Whether or not the Company obtained a joint application, where two or more adults are living in the same residence, they shall be jointly and severally liable for bills for service rendered, unless the Company in writing acknowledges that one or more of the adult occupants is not liable.

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B. INDIVIDUAL LIABILITY FOR JOINT SERVICE (Continued)

The Company may trigger an investigation that would require the customer to verify that they were not previously benefiting from utility service if the Company identifies any of the following: 1) a common address returned from Experian Identity Validation tool or a matching telephone number as a previous service holder; 2) a landlord or homeowner confirms that the occupant is not new or has been residing at the address; 3) the account is transferred to the name of a spouse or roommate; 4) the account is transferred to someone with the same email address as the previous customer; or, 5) the account is transferred to someone with the same banking information as the previous customer.

If it is safe to do so and the Company has the necessary access to do so, the Company shall provide immediate service while it conducts its investigation.

The Company must conduct an initial investigation set forth above prior to sending a field representative to the service location to verify if the new customer may be a beneficiary of prior service.

If the Company determines that the residential customer benefited from the previous serviceresidential customer can dispute the outcome of benefit of service by submitting additional evidence to the Company within 30 days of the initial determination. The Company has 30 days to respond to the dispute with the outcome. The Company will provide both verbal and written notice to the customer of the outcome and what documentation was used in making the determination. The notice will also include the contact information for the Commission's Consumer Affairs Branch and any internal appeal process that may be available to dispute the determination. The Company shall document all reasonable efforts to contact the customer either by telephone or in writing. If the customer still believes there to be an error with the determination, the customer can submit a complaint to the Commission at [www.cpuc.ca.gov/complaints](http://www.cpuc.ca.gov/complaints). Billing and service complaints are handled by Commission's Consumer Affairs Branch (CAB), 505 Van Ness Ave, Room 2003, San Francisco, CA 94102, phone: 1-800-649-7570.

No new customer who was under the age of 18 during the period in question shall be responsible for a benefit of service charge.

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C. SERVICE ESTABLISHMENT OR REESTABLISHMENT

1. In order to partially cover the operating and clerical costs, the Company shall collect a service charge whenever service is established or reestablished as set forth and referred to as "Service Establishment Charge" in the currently effective Statement of Rates, Other Service Charges of this California Gas Tariff. The service establishment charge shall be in addition to any charges under the applicable schedule and will be made each time an account is opened, including turn-on's, reconnections of gas service, or changes of names which require meter readings.
2. When service is established during a period when Company scheduling will next permit, a service charge for "normal service" will be applicable.
3. Where Company scheduling will not permit service during normal working hours on the same day requested by the customer, the customer can elect to pay a service charge for "expedited service" that workday. There may be instances where Company scheduling will not permit same day service; however, in no case will expedited service take longer than 24 hours from the time requested, excluding Saturdays, Sundays, and Company-scheduled holidays.
4. When service is established at a specific time and date at the request of the customer, including Saturday or Sunday, a service charge for "call-out service" will be applicable.

D. CHANGE IN CUSTOMER'S EQUIPMENT

Customers making any material change in the size, character or extent of the utilizing equipment or operations for which the Company is supplying gas service shall immediately give the Company written notice of the extent and nature of any material change.

E. MULTILINGUAL SERVICES

The Company shall provide multilingual individuals to advise customers of the Company's termination policy and their rights and remedies where Spanish or some other language is widely spoken within the Company's service areas.