

RULE NO. 5

SPECIAL INFORMATION REQUIRED ON FORMS

A. CONTRACTS

Each contract form for gas service will contain the following provisions:

"This Agreement shall at all times be subject to such changes or modifications by the California Public Utilities Commission as it may from time to time direct in the exercise of its jurisdiction."

B. CUSTOMER'S BILLS

1. On each regular, disconnect and final bill for gas service the following statement will be printed:

(front of bill)

"This bill is now due and payable."

(back of bill)

If you believe there is an error on your bill or have a question about your service, please call SWG Customer Assistance at (877) 860-6020. If you are not satisfied with SWG's response, you may submit a billing or service complaint to the California Public Utilities Commission (CPUC) Consumer Affairs Branch (CAB), at <http://www.cpuc.ca.gov/complaints/> CAB can also be reached by telephone at 1-800-649-7570 (8:30 AM to 4:30 PM, Monday through Friday) or mail at California Public Utilities Commission, Consumer Affairs Branch, 505 Van Ness Avenue, Room 2003, San Francisco, California 94102.

If your complaint is specifically regarding the accuracy of your bill, please contact CAB for assistance to avoid having service turned off while you wait for the outcome of a complaint. CAB will provide you with instructions on how to mail a check or money order for the disputed amount of your bill that will be held by the CPUC pending resolution of your case. You must continue to pay your current charges while your complaint is under review to keep your service turned on.

If you have limitations hearing or speaking, dial 711 to reach the California Relay Service, which provides direct assistance relaying telephone conversations. If you prefer having your calls immediately answered in your mode of communication, dial one of the toll-free numbers below to be routed to the California Relay Service provider.

Language	TTY/VCO/HCO Voice	Voice to TTY/VCO/HCO	From or to Speech to Speech
English	1-800-735-2929	1-800-735-2922	1-800-854-7784
Spanish	1-800-855-3000	1-800-855-3000	1-800-854-7784

2. Each bill for gas service will show the schedule under which service is billed.

RULE NO. 5

SPECIAL INFORMATION REQUIRED ON FORMS
(Continued)

C. DEPOSIT RECEIPTS

Each bill or customer receipt for a deposit to establish or reestablish credit for service will contain the following statement:

“Deposits — If you are an existing customer, your deposit will be credited to your account, with any applicable interest, after continuous service and timely payment of bills in accordance with the Company’s Commission approved Rules. If your service has been discontinued, either at your request or by the Company, your deposit, plus any applicable interest, will be refunded to you, less the amount of any unpaid bills.”