

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3298



December 4, 2018

Advice Letter 1084

Justin Lee Brown
Vice-President/Regulatory Affairs
Southwest Gas Corporation
PO Box 98510
Las Vegas, NV 89193-8510

**SUBJECT: CSD-5 Compliance Filing – Update the Commission’s Consumer Affairs
Branch Contact Information and Complaint Process in Accordance with OP
3 and 4 in Resolution CSD-5**

Dear Mr. Brown:

Advice Letter 1084 is effective as of November 8, 2018.

Sincerely,

A handwritten signature in cursive script that reads "Edward Randolph".

Edward Randolph
Director, Energy Division



SOUTHWEST GAS CORPORATION

November 8, 2018

ATTN: Tariff Unit, Energy Division
California Public Utilities Commission
505 Van Ness Avenue, 4th Floor
San Francisco, CA 94102

Subject: Southwest Gas Corporation (U 905 G)
Advice Letter No. 1084

Enclosed herewith is an original and one (1) copy of Southwest Gas Corporation's Advice Letter No. 1084, together with California Gas Tariff Sheet Nos. 6, 172 and 307.1.

Sincerely,

Valerie J. Ontiveroz
Regulatory Manager/California

VJO:jjp
Enclosures



SOUTHWEST GAS CORPORATION

Advice Letter No. 1084

November 8, 2018

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

Southwest Gas Corporation (Southwest Gas or Company) (U 905 G) tenders herewith for submission the following tariff sheet:

Cal. P.U.C. Sheet No.	California Gas Tariff Title of Sheet	Canceling Cal. P.U.C. Sheet No.
22nd Revised Sheet No. 6	Table of Contents (Continued)	21st Revised Sheet No. 6
1st Revised Sheet No. 172	Rule No. 5 – Special Information Required on Forms	Original Sheet No. 172
1st Revised Sheet No. 307.1	Back of Bill – Customer Bill, Customer Bill – Disconnect Notice, Customer Bill – Final Notice (Form 927.6CA 09/2018)	Original Sheet No. 307.1

Purpose

The purpose of this submission is to update the Commission’s Consumer Affairs Branch (CAB) contact information and complaint process in accordance with Ordering Paragraphs (OP) 3 and 4 in Resolution CSD-5 (Resolution).

Background

On August 2, 2018, the Director of the Consumer Protection and Enforcement Division issued Resolution No. CSD-5 was delegated authority to require, without further Commission action, utilities and other entities under the jurisdiction of the Commission to make changes to specified documents when the changes pertain only to providing consumers with information on how to contact the CAB for the purposes of bringing complaints and/or inquiries to the attention of the Commission. The specified documents are 1) bills, 2) tariff rules, and 3) other documents on which the Commission requires CAB contact information to appear or on which the utility or other entity voluntarily includes CAB contact information. The Resolution requires that Southwest Gas update its applicable tariff and bill forms with the language contained in Attachment B to the Resolution. In order to accommodate the updated language on the Southwest Gas Customer Bill Back form, the Company modified and obtained CAB Staff approval¹ of the following language:

¹ CAB granted Southwest Gas approval of its modified language by electronic mail dated October 11, 2018.



*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, CA 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 to Voice	Voice to TTY/VCO/HCO	From or to Speech-to-Speech
<i>English</i>	1-800-735-2929	1-800-735-2922	1-800-854-7784
<i>Spanish</i>	1-800-855-3000	1-800-855-3000	1-800-854-7784

Pursuant to OP 4 of the Resolution:

Where the only change being made to a tariff sheet or filed form is to update the CAB contact information as required by Ordering paragraphs 2 or 3, the following exception from the operation of the General Order 96 Series is authorized where the advice letter is marked as a "CSD-5 Compliance [*8] Filing":

The revised tariff page shall be effective upon filing, subject to Commission staff review that the advice letter meets the requirements of resolution CSD-5 and complies with the CSD directive requiring the changes to the CAB contact information.

Therefore, in accordance with OP 4, Southwest Gas will update its tariff on the date of this submission. Additionally, Southwest Gas will start using the updated Customer Bill Back on all customer bills beginning November 16, 2018.



Advice Letter No. 1084
Page 3
November 8, 2018

Effective Date

Southwest Gas believes this Advice Letter should be classified as a Tier 1 (Effective Pending Disposition) pursuant to General Order (GO) 96-B since it is being filed in accordance with OP 4 in Resolution CSD-5. Therefore, Southwest Gas respectfully requests that this Advice Letter be made effective November 8, 2018, which is the date of submission.

Protest

Anyone may protest this Advice Letter to the California Public Utilities Commission. The protest must state the grounds upon which it is based with specificity. The protest must be sent no later than 20 days after the date of this advice submission, and shall be sent by letter via U.S. Mail, facsimile, or electronically. The address for mailing or delivering a protest to the Commission is:

Attention: Tariff Unit
Energy Division
California Public Utilities Commission
505 Van Ness Avenue, 4th Floor
San Francisco, California 94102
Email: edtariffunit@cpuc.ca.gov
Facsimile: (415) 703-2200

Copies should also be mailed to the attention of the Director, Energy Division, Room 4004, at the same address above and mailed, emailed or faxed to:

Mr. Justin Lee Brown
Senior Vice President, General Counsel
Southwest Gas Corporation
P.O. Box 98510
Las Vegas, Nevada 89193-8510
Email: justin.brown@swgas.com
Facsimile: 702-364-3452

Notice

Pursuant to OP 5 in Resolution CSD-5, Southwest Gas is exempt from the notice requirements set forth in General Rule 4.2 of GO 96-B.

Service

In accordance with GO 96-B, General Rule 7.2, Southwest Gas is serving this Advice Letter to the utilities and interested parties shown on the attached list.



Advice Letter No. 1084
Page 4
November 8, 2018

Communications regarding this submission should be directed to:

Valerie J. Ontiveroz
Regulatory Manager/California
Southwest Gas Corporation
P.O Box 98510
Las Vegas, NV 89193-8510
Telephone: 702-876-7323
Email: valerie.ontiveroz@swgas.com

Respectfully submitted,

SOUTHWEST GAS CORPORATION

By


Justin Lee Brown

Attachments

DISTRIBUTION LIST

Advice Letter No. 1084

In Conformance with GO 96-B, General Rule 4.3

The following individuals or entities have been served by electronic mail:

Elizabeth Echols, Director
Office of Ratepayer Advocates
California Public Utilities Commission
505 Van Ness Avenue, 4th Floor
San Francisco, CA 94105

Pacific Gas & Electric Company
PGETariffs@pge.com

Southern California Gas Company
ROrtiz@SempraUtilities.com

San Diego Gas & Electric Company
SDG&ETariffs@SempraUtilities.com

Belinda Gatti
Energy Division
California Public Utilities Commission
belinda.gatti@cpuc.ca.gov

Robert M. Pocta
Office of Ratepayer Advocates
California Public Utilities Commission
rmp@cpuc.ca.gov

Nathaniel Skinner
Office of Ratepayer Advocates
California Public Utilities Commission
nws@cpuc.ca.gov

Pearlie Sabino
Office of Ratepayer Advocates
California Public Utilities Commission
pzs@cpuc.ca.gov

TABLE OF CONTENTS
(Continued)

<u>FORM NO.</u>	<u>AGREEMENTS, APPLICATIONS & CONTRACTS</u>	<u>CAL. P.U.C. SHEET NOS.</u>
902.4	Application for California Alternate Rates for Energy (CARE) Program for Qualified Agricultural Employee Housing Facilities (05/2016)	295
902.6	Application for California Alternate Rates for Energy (CARE) Program (New and Recertification) (03/2018)	296
902.15	Customer Declaration of Eligibility for Baseline Rates (California) (06/2010)	297
902.16	CARE Program Application for Tenants of Submetered Residential Facilities (New and Recertification) (03/2018)	298
902.70	Application for California Alternate Rates for Energy (CARE) Program (Re-Enrollment) (03/2018)	299
912.0	California Micro-Business Declaration (12/2010)	300
913.1	Mobilehome Park Utility Upgrade Program Application (11/2014)	300.1
913.2	Mobilehome Park Utility Upgrade Program Agreement (12/2015)	300.2
913.9	Certification of Health and/or Disability Condition (01/2014)	301
923.0	Automatic Payment Plan Application and Agreement (10/2009)	302
	Held for Future Use	303/304
<u>BILLS AND INVOICES</u>		
860.4	Invoice/Statement (04/1991)	305
925.0	Remittance Return (03/2010)	306
927.0	Customer Bill (03/2015)	307
927.6CA	Back of Bill – Customer Bill, Customer Bill – Disconnect Notice, Customer Bill – Final Notice (09/2018)	307.1
936.0	Excess Service Statement (08/2008)	308
941.0	Invoice – Gas Sales and Transportation (10/2010)	309

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/YCO/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.

**BACK OF BILL - CUSTOMER BILL, CUSTOMER BILL – DISCONNECT NOTICE,
CUSTOMER BILL – FINAL NOTICE (FORM 927.6CA 09/2018)**

NOTICE TO SOUTHWEST GAS CORPORATION (SWG) CALIFORNIA CUSTOMERS

Baseline - Baseline volumes provide residential natural gas customers with an amount of gas for basic energy needs at a low rate.

Basic Service Charge and Gas Usage Charge - These charges recover the costs of operating the natural gas distribution system.

Billing Factor - The billing factor is used to convert the metered volume of gas into units of heat energy which are called therms. SWG bills customers on a per therm basis for the amount of energy contained in the gas delivered. The current reading minus the previous reading, times the billing factor, equals the number of therms you have used in the current billing period.

California (CA) Climate Credit - The CA Climate Credit is a payment from a State program designed to fight climate change by limiting the amount of greenhouse gases that our largest pollution sources emit into the atmosphere. As a residential customer in California you will receive the CA Climate Credit annually on your April bill (based on your billing cycle, you may see your CA Climate Credit reflected on your May bill). Should you have any credit balance that is carried over to your following month's bill, you may request a refund by check instead of having the carryover balance applied to your bill. To request a refund check of your CA Climate Credit carryover balance, please call SWG at our toll-free number (tollanda gratis) at 1-877-869-6020.

CARE Discount - The California Alternate Rates for Energy program provides a 20 percent discount to income-qualified customers at their primary residence.

CPUC Surcharge - The California Public Utilities Commission Surcharge recovers the cost of regulation by the CPUC.

Customer Buried Gas Piping - Customers may have underground gas piping that is not maintained by SWG. (Reference Federal Regulation 49 CFR Part 192.16.) This piping, which is typically located between the gas meter and a building or outdoor gas appliance, may consist of buried steel gas lines. Steel gas lines are subject to the effects of corrosion if they are not maintained, which could result in leakage. Regardless if the pipe is steel or plastic, it is important that underground natural gas piping is periodically monitored to identify potential problems that might cause a hazardous condition. Federal regulations encourage customers to employ qualified plumbing and heating contractors for all inspections, monitoring, and repairing of customer buried gas piping. Unsafe conditions discovered must be repaired immediately. For assistance in locating licensed plumbers or contractors, or reviewing relocation, replacement, or maintenance options, call Energy Services at 1-800-654-2765. Remember, call before you dig to locate gas piping in advance, and excavate by hand.

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 SWG commission approved rules. If your service has been discontinued, either at your request or by SWG, your deposit, plus any applicable interest, will be refunded to you, less the amount of any unpaid bills.

Disconnection of Service at Customer Request - Please call SWG at least five (5) working days in advance of the date you wish to have service disconnected. If SWG is not notified, service will continue to be billed to the customer of record.

Electronic Check Conversion - When a check is provided as payment, SWG is authorized to either use information from the check to make a one-time electronic funds transfer from the account or to process the payment as a check transaction.

Emergency Service - In case of an emergency or if you smell natural gas, call SWG at 1-877-860-6020, or dial 911. Emergency service is also available by calling: Southern California 1-800-867-9091, Northern California 1-800-772-4555, or Needles, 1-800-447-5422.

Monthly Gas Cost - This charge recovers the cost of natural gas purchased by SWG on behalf of its customers.

Notice to Employers - Request a Material Safety Data Sheet (MSDS) for natural gas by calling Energy Services at 1-800-654-2765 or visiting www.swgas.com/emergencysafety. Please ensure your employees know how to obtain MSDS information.

Past Due Date Late Pay Charge - The monthly bill is due and payable upon presentation and becomes past due if not paid by the "Past Due After" date on the bill. A late pay charge may be added to any past due amount.

PPP Surcharge - The Public Purpose Program Surcharge recovers the cost of public benefit programs such as the California Alternate Rates for Energy (CARE) program, energy efficiency and research and development as ordered by the California State Legislature.

Rates and Other Information - The Rates and Rate Schedules of SWG are available at your nearest SWG Customer Business Office or by going online at www.swgas.com.

Right of Access and Bill Estimation - SWG will have the right of access to your premises for any purpose normally connected with the furnishing of natural gas service(s). If SWG is unable to read a meter on the scheduled date because of circumstances beyond its control, SWG will calculate the bill based upon estimated usage for that billing period.

Service Establishment and Reestablishment Charge - For each establishment of service there is a charge which appears on the first bill following the establishment of service. This charge partially covers the costs incurred to set up the service and create the account in the SWG billing system. Whenever gas service is turned off because of nonpayment, the delinquent bill, plus a reestablishment charge, must be paid and credit reestablished before service will be restored.

Special Services - Every effort will be made to ensure uninterrupted service to residential customers who notify SWG about permanent residents in their household who are seriously ill, disabled, or elderly. Also, in an effort to avoid service being turned off, any residential customer may elect to designate a third party (agency or individual) to receive a copy of all Disconnect Notices. y/l n 2/04

If you believe there is an error on your bill or have a question about your service, please call SWG Customer Assistance at (877) 866-6020. 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, CA 94102.

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English	1-800-735-2765	1-800-735-2765	1-800-654-7784
Spanish	1-800-855-3000	1-800-855-3000	1-800-854-7784

Payments - Take advantage of our customer service features at www.swgas.com where you can view a variety of payment options, and find easy steps to pay your gas bill online. Create a MyAccount to view, manage, and customize your gas account online. To pay by ATM/debit/credit card, call Western Union® Speedpay® toll free at 1-866-263-5188.

927.6CA (09/2018) 320

IF ACTUAL COPY OF FORM IS REQUIRED, PLEASE NOTIFY COMPANY

Advice Letter No. 1084
Decision No. _____

Issued by
Justin Lee Brown
Senior Vice President

Date Filed November 8, 2018
Effective November 8, 2018
Resolution No. CSD-5



ADVICE LETTER SUMMARY

ENERGY UTILITY

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

Company name/CPUC Utility No.: Southwest Gas Corporation (U 905 G)

Utility type:

- ELC GAS WATER
 PLC HEAT

Contact Person: Valerie J. Ontiveroz

Phone #: 702 876-7323

E-mail: valerie.ontiveroz@swgas.com

E-mail Disposition Notice to: valerie.ontiveroz@swgas.com

EXPLANATION OF UTILITY TYPE

ELC = Electric GAS = Gas WATER = Water
 PLC = Pipeline HEAT = Heat

(Date Submitted / Received Stamp by CPUC)

Advice Letter (AL) #: 1084

Tier Designation: Tier 1

Subject of AL: CSD-5 Compliance Filing - update the Commission's Consumer Affairs Branch contact information and complaint process in accordance with OP 3 and 4 in Resolution CSD-5.

Keywords (choose from CPUC listing): Preliminary Statement

AL Type: Monthly Quarterly Annual One-Time Other:

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

Does AL replace a withdrawn or rejected AL? If so, identify the prior AL: Not applicable

Summarize differences between the AL and the prior withdrawn or rejected AL: Not Applicable

Confidential treatment requested? Yes No

If yes, specification of confidential information:

Confidential information will be made available to appropriate parties who execute a nondisclosure agreement. Name and contact information to request nondisclosure agreement/ access to confidential information:

Resolution required? Yes No

Requested effective date: 11/8/18

No. of tariff sheets: 3

Estimated system annual revenue effect (%): Not applicable

Estimated system average rate effect (%): Not applicable

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: Not applicable

Service affected and changes proposed¹: See 'Subject of AL' above

Pending advice letters that revise the same tariff sheets: Not applicable

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

CPUC, Energy Division
Attention: Tariff Unit
505 Van Ness Avenue
San Francisco, CA 94102
Email: EDTariffUnit@cpuc.ca.gov

Name: Mr. Justin Lee Brown
Title: Senior Vice-President/General Counsel
Utility Name: Southwest Gas Corporation
Address: P. O. Box 98510
City: Las Vegas State: Nevada
Telephone (xxx) xxx-xxxx: 702-876-7183
Facsimile (xxx) xxx-xxxx: 702-364-3452
Email: justin.brown@swgas.com

Name:
Title:
Utility Name:
Address:
City: State: Nevada
Telephone (xxx) xxx-xxxx:
Facsimile (xxx) xxx-xxxx:
Email:

Clear Form