

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3298



October 17, 2019

**Advice Letter 1109-G**

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

**SUBJECT: Emergency Disaster Relief Program Outreach Plan.**

Dear Mr. Brown:

Advice Letter 1109-G is effective as of September 12, 2019.

Sincerely,

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

Edward Randolph  
Deputy Executive Director for Energy and Climate Policy/  
Director, Energy Division



# **SOUTHWEST GAS CORPORATION**

September 12, 2019

**Advice 1109-G**  
(U 905 G)

Public Utilities Commission of the State of California

**Subject: Emergency Disaster Relief Program Outreach Plan**

**Purpose**

Southwest Gas Corporation (Southwest Gas) hereby submits for approval by the California Public Utilities Commission (Commission) its Emergency Disaster Relief Program (EDRP) Outreach Plan pursuant to Ordering Paragraph (OP) 8 in Decision (D.) 19-07-015.

**Background**

The Commission established Rulemaking (R.) 18-03-011 to adopt an emergency disaster customer relief program for entities under the Commission's jurisdiction. R.18-03-011 is predicated upon Resolutions M-4833 and M-4835 that required the electric, gas, communications, and water utilities and service providers to take reasonable and necessary steps to help Californians affected by a series of devastating wildfires across California. Due to R.18-03-011, the Commission established interim measures in D.18-08-004, which affirmed the provisions of Resolutions M-4833 and M-4835 as temporary disaster relief protection measures for customers until the proceeding developed a permanent emergency disaster relief program.

In July 2019, the Commission approved D.19-07-015, which established a permanent set of emergency disaster customer protection measures that utilities are mandated to implement in the event the Governor of California or the President of the United States declares a state of emergency and the disaster has either resulted in the loss or disruption of the delivery or receipt of utility service and/or resulted in the degradation of the quality of utility service. The mandatory EDRP customer protections include:

1. Waive deposit requirements for affected residential customers seeking to reestablish service for one year and expedite move-in and move-out service requests;
2. Stop estimated energy usage for billing attributed to the time period when the home/unit was unoccupied as result of the emergency;



3. Discontinue billing of affected customers without the assessment of a disconnection charge;
4. Prorate any monthly access charge or minimum charges;
5. Implement payment plan options for residential customers;
6. Suspend disconnection for non-payment and associated fees, waive deposit and late fee requirements for residential customers;
7. Support low-income residential customers by: (a) freezing all standard and high-usage reviews for the California Alternate Rates for Energy (CARE) program eligibility in impacted counties until at least the end of the year and potentially longer, as warranted; (b) contact all community outreach contractors, the community based organizations who assist in enrolling hard-to-reach low-income customers into CARE, in impacted counties to help better inform customers of these eligibility changes; (c) partner with the program administrator of the customer funded emergency assistance program for low-income customers and increase the assistance limit amount for the next 12 months for impacted customers; and (e) indicate how the energy savings assistance program can be deployed to assist impacted customers;

OP 8 in D.19-07-015, directs gas and electric utilities to file a Tier 1 Advice Letter 60 days from the effective date of this decision, setting forth a plan for customer outreach of the EDRP customer protections in English, Spanish, Chinese (including Cantonese, Mandarin, and other Chinese languages), Tagalog, and Vietnamese as well as Korean and Russian where those languages are prevalent within the utilities' service territories.

### **EDRP Customer Outreach Plan**

In accordance with OP 8, Southwest Gas has developed an EDRP Customer Outreach Plan setting forth the type and description of activity, method of communication, implementation dates and the languages the various outreach to be provided. Southwest Gas' EDRP Customer Outreach plan is provided in Attachment A.

This Advice Letter will not increase any rate or charge, cause the withdrawal of service or conflict with any other schedule or rule.

### **Effective Date**

Pursuant to OP 8 in D.19-07-015, this Advice Letter is classified as Tier 1 (Effective Pending Disposition) and subject to Energy Division disposition pursuant to General Order (GO) 96-B. Southwest Gas respectfully requests this Advice Letter be made effective on September 12, 2019, which is the date submitted.



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### **Protest**

Anyone may protest this Advice Letter to the 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 Letter submission and shall be sent by letter via U.S. Mail, facsimile, or electronically mailed. The address for mailing or delivering a protest to the Commission is:

ATTN: Tariff Unit  
Energy Division  
California Public Utilities Commission  
505 Van Ness Avenue, 4<sup>th</sup> Floor  
San Francisco, CA 94102  
Email: [edtariffunit@cpuc.ca.gov](mailto: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 as 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, NV 89193-8510  
Email: [justin.brown@swgas.com](mailto:justin.brown@swgas.com)  
Facsimile: 702-364-3452

### **Notice**

Southwest Gas is exempt from the notice requirements set forth in General Rule 4.2 in GO 96-B since this Advice Letter is submitted in compliance with OP 8 in D.19-07-015. Additionally, this Advice Letter will not increase any rate or charge, cause the withdrawal of service or conflict with any other schedule or rule.

### **Service**

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



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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](mailto:valerie.ontiveroz@swgas.com)

Respectfully submitted,

SOUTHWEST GAS CORPORATION

By:   
Valerie J. Ontiveroz

Attachment

**Distribution List**

Advice Letter No. 1109

In conformance with GO 96-B, General Rule 4.3

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

Elizabeth Echols, Director  
Public Advocates Office  
[elizabeth.echols@cpuc.ca.gov](mailto:elizabeth.echols@cpuc.ca.gov)

Pacific Gas & Electric Company  
[PGETariffs@pge.com](mailto:PGETariffs@pge.com)

Southern California Gas Company  
[ROrtiz@SempraUtilities.com](mailto:ROrtiz@SempraUtilities.com)

San Diego Gas & Electric Company  
[SDG&ETariffs@SempraUtilities.com](mailto:SDG&ETariffs@SempraUtilities.com)

Belinda Gatti  
Energy Division  
California Public Utilities Commission  
[belinda.gatti@cpuc.ca.gov](mailto:belinda.gatti@cpuc.ca.gov)

Robert M. Pocta  
Public Advocates Office  
California Public Utilities Commission  
[robert.pocta@cpuc.ca.gov](mailto:robert.pocta@cpuc.ca.gov)

Nathaniel Skinner  
Public Advocates Office  
California Public Utilities Commission  
[nathaniel.skinner@cpuc.ca.gov](mailto:nathaniel.skinner@cpuc.ca.gov)

Pearlie Sabino  
Public Advocates Office  
California Public Utilities Commission  
[pearlie.sabino@cpuc.ca.gov](mailto:pearlie.sabino@cpuc.ca.gov)

## ATTACHMENT A

### SOUTHWEST GAS CORPORATION (U 905 G) EMERGENCY DISASTER RELIEF PROGRAM (EDRP) OUTREACH PLAN

<b>Community Outreach</b>	
Activity Description:	Southwest Gas will distribute printed materials at all Company-participated community events throughout its California service territories. Events would include, but not be limited to: low-income program events, Mobile Home Park Utility Upgrade Program resident forums, Utility Supplier Diversity Program events, business organizations (i.e. chambers of commerce within the California service territories) and any other community events. Printed informational printed materials will also be distributed to senior/community centers, local libraries and community-based organizations.
Distribution/Go-live Date:	Ongoing beginning first quarter 2020.
Method of Communication/ Medium:	Face-to-face outreach with printed materials.
Languages Supported:	English, Spanish with reference to the Southwest Gas EDRP webpage provided in Chinese, Vietnamese and Tagalog for fully translated EDRP information. Translated materials will be provided in .pdf format available to print.
<b>Southwest Gas EDRP Webpage</b>	
Activity Description:	Southwest Gas will update its website to include a webpage dedicated to information on the EDRP, including Frequently Asked Questions.
Distribution/Go Live Date:	Fourth quarter 2019.
Method of Communication/ Medium:	Website – <a href="http://www.swgas.com">www.swgas.com</a> .
Languages Supported:	English and Spanish. Translated directional references to links with fully translated EDRP informational materials in Chinese, Vietnamese and Tagalog. Translated materials will be provided in .pdf format available to print.
<b>Electronic Mail</b>	
Activity Description:	Southwest Gas will distribute an annual email to California customers with general information on the EDRP. Information will also direct customers to the Southwest Gas EDRP webpage for more information.
Distribution/Go Live Date:	First distribution will occur in fourth quarter 2019; and annually thereafter beginning second quarter 2020.
Method of Communication/ Medium:	Email.
Languages Supported:	English, with reference to the Southwest Gas EDRP webpage provided in Spanish, Chinese, Tagalog and Vietnamese for fully translated EDRP information. Translated materials will be provided in .pdf format available to print.
<b>Social Media</b>	
Activity Description:	Southwest Gas will include social media posts throughout the year to build California customers' awareness of customer

## ATTACHMENT A

	protections provided by EDRP, as well as an annual geotargeted paid social media campaign to California service territory zip codes to provide a broader reach to the majority of California customers on various social media platforms.
Distribution/Go Live Date:	Fourth quarter 2019.
Method of Communication/ Medium:	Southwest Gas Facebook, Twitter and Instagram.
Languages Supported:	English, with reference to the Southwest Gas EDRP webpage provided in Spanish, Chinese, Tagalog and Vietnamese for fully translated EDRP information. Translated materials will be provided in .pdf format available to print.
<b>Customer Assistance/Call Center</b>	
Activity Description:	Southwest Gas will incorporate EDRP messaging into Company automated customer contact systems, such as, but not limited to: on-hold messaging, as well as training and reference resources for Southwest Gas Call Center Customer Assistance Representatives, to inform California customers about EDRP. Customers impacted by a disaster will be informed of the customer protections, service interruptions/restoration efforts and various relief support.
Distribution/Go Live Date:	Fourth quarter 2019.
Method of Communication/ Medium:	Telephone and Customer Assistance Call Center.
Languages Supported:	English, Spanish. Customers may also access the Language Line to speak with representatives in Chinese, Tagalog and Vietnamese for information about the EDRP.
<b>Local Government Outreach</b>	
Activity Description:	Southwest Gas will distribute printed materials to local governments throughout its California service territories, including city and county governments.
Distribution/Go Live Date:	Initial notice to begin fourth quarter 2019 and ongoing thereafter.
Method of Communication/ Medium:	Face-to-face outreach with printed material distribution.
Languages Supported:	English, Spanish with reference to the Southwest Gas EDRP webpage provided in Chinese, Vietnamese and Tagalog for fully translated EDRP information.
<b>Targeting Highly Impacted Customers (Low-Income)</b>	
Activity Description:	Southwest Gas will incorporate EDRP information into and along with its California Alternate Rates for Energy (CARE) program and Energy Savings Assistance (ESA) program information. Messaging will be included in, but will not be limited to: CARE and ESA collateral distribution, ESA program contractor training, print advertising, letters sent to CARE and ESA customers, bill inserts providing information about ESA and CARE, informational materials distributed to community-based organizations.
Distribution/Go Live Date:	First quarter 2020.



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Method of Communication/ Medium:	Face-to-face outreach with printed material distribution; bill inserts and mail.
Languages Supported:	English, Spanish with reference to the Southwest Gas EDRP webpage provided in Chinese, Vietnamese and Tagalog for fully translated EDRP information. Translated materials will be provided in .pdf format available to print.
<b>Printed EDRP Collateral</b>	
Activity Description:	Printed material will provide information on the EDRP, including the customer protections to be offered during times of disaster, as well as the length of time the customer protections will be offered. This will be the primary material provided to community outreach centers, local governments and available for download (.pdf) through the Southwest Gas EDRP webpage.
Distribution/Go Live Date:	Fourth quarter 2019.
Method of Communication/ Medium:	Printed material.
Languages Supported:	English, Spanish with reference to the Southwest Gas EDRP webpage provided in Chinese, Vietnamese and Tagalog for fully translated EDRP information. Translated materials will be provided in .pdf format available to print.
<b>Bill Insert</b>	
Activity Description:	Southwest Gas will distribute annually a dedicated bill insert providing California customers will general information on the EDRP, while also directing customers to the Southwest Gas EDRP webpage for more information.
Distribution/Go Live Date:	Beginning first quarter 2020 and ongoing annually.
Method of Communication/ Medium:	Printed customer bill inserts; bill insert will also be delivered electronically to those customers who receive E-bills.
Languages Supported:	English, Spanish with reference to the Southwest Gas EDRP webpage provided in Chinese, Vietnamese and Tagalog for fully translated EDRP information.
<b>Communications During Declared Emergencies</b>	
Activity Description:	When an emergency is declared, in addition to the modes of communications outline above, the Company will also include the following modes of outreach: <ul style="list-style-type: none"> <li>• Outbound calling</li> <li>• Media advisories</li> <li>• Press releases</li> <li>• Social media alerts</li> </ul>
Distribution/Go Live Date:	Upon a declared emergency.
Method of Communication/ Medium:	Collateral distribution, training, public relations, telephone.
Languages Supported:	English, Spanish with reference to the Southwest Gas EDRP webpage provided in Chinese, Vietnamese and Tagalog for fully translated EDRP information. Translated materials will be provided in .pdf format available to print.



# 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) #: 1109

Tier Designation: Tier 1

Subject of AL: Emergency Disaster Relief Program Outreach Plan pursuant to OP 8 in D.19-07-015.

Keywords (choose from CPUC listing): Procurement

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: 9/12/19      No. of tariff sheets: 0

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 proposed<sup>1</sup>: See 'Subject of AL' above

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

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

**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](mailto: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](mailto:justin.brown@swgas.com)

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