

PUBLIC UTILITIES COMMISSION  
505 Van Ness Avenue  
San Francisco CA 94102-3298



**Southwest Gas Corporation**  
**GAS (Corp ID 905)**  
**Status of Advice Letter 1186G**  
**As of October 15, 2021**

Subject: Implementation of Emergency Disaster Relief Program (EDRP) in Southwest Gas Corporation's South Lake Tahoe Service Territory Pursuant to Decision (D.) 19-07-015

Division Assigned: Energy

Date Filed: 09-13-2021

Date to Calendar: 09-15-2021

Authorizing Documents: D1907015

<b>Disposition:</b>	<b>Accepted</b>
<b>Effective Date:</b>	<b>09-13-2021</b>

Resolution Required: No

Resolution Number: None

Commission Meeting Date: None

CPUC Contact Information:

[edtariffunit@cpuc.ca.gov](mailto:edtariffunit@cpuc.ca.gov)

AL Certificate Contact Information:

Valerie Ontiveroz

702-876-7323

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

**PUBLIC UTILITIES COMMISSION**  
505 Van Ness Avenue  
San Francisco CA 94102-3298



To: Energy Company Filing Advice Letter

From: Energy Division PAL Coordinator

Subject: Your Advice Letter Filing

The Energy Division of the California Public Utilities Commission has processed your recent Advice Letter (AL) filing and is returning an AL status certificate for your records.

The AL status certificate indicates:

- Advice Letter Number
- Name of Filer
- CPUC Corporate ID number of Filer
- Subject of Filing
- Date Filed
- Disposition of Filing (Accepted, Rejected, Withdrawn, etc.)
- Effective Date of Filing
- Other Miscellaneous Information (e.g., Resolution, if applicable, etc.)

The Energy Division has made no changes to your copy of the Advice Letter Filing; please review your Advice Letter Filing with the information contained in the AL status certificate, and update your Advice Letter and tariff records accordingly.

All inquiries to the California Public Utilities Commission on the status of your Advice Letter Filing will be answered by Energy Division staff based on the information contained in the Energy Division's PAL database from which the AL status certificate is generated. If you have any questions on this matter please contact the:

Energy Division's Tariff Unit by e-mail to  
**[edtariffunit@cpuc.ca.gov](mailto:edtariffunit@cpuc.ca.gov)**



# **SOUTHWEST GAS CORPORATION**

September 13, 2021

**Advice Letter No. 1186-G**

(U 905 G)

Public Utilities Commission of the State of California

**Subject: Implementation of Emergency Disaster Relief Program (EDRP) in Southwest Gas Corporation's South Lake Tahoe Service Territory Pursuant to Decision (D.) 19-07-015.**

**Purpose**

Pursuant to Ordering Paragraph (OP) 2 in D.19-07-015, the California Public Utilities Commission (Commission) requires the energy utilities to submit an Advice Letter in the event the Governor of California or the President of the United States declares a state of emergency when a 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. Southwest Gas Corporation (Southwest Gas) hereby submits this Advice Letter to notify the Commission of its implementation of the EDRP customer protections for residential and small businesses due to the Caldor Fire in El Dorado County, California (Caldor Fire).

**Background**

In July 2019, the Commission issued 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. Pursuant to OP 2 in D.19-07-015, utilities must submit a Tier 1 Advice Letter within 15 days of a state of emergency declaration.

On August 17, 2021, Governor Gavin Newsom issued a State of Emergency Proclamation regarding the Caldor Fire, which ignited on August 14, 2021. Southwest Gas' service territory was not impacted until August 29, 2021, when it was determined disruption of service to 585 customers was necessary given the proximity of the fire. Mandatory evacuation orders were imposed for the entirety of South Lake Tahoe, California on August 30, 2021 and subsequently lifted on September 5, 2021.

**EDRP Customer Protections Implemented in Response to the Caldor Fire**

Southwest Gas will implement the following EDRP customer protections for its 585 impacted customers between August 29, 2021 through September 29, 2022:



- **Discontinuance of Billing**

Southwest Gas will not bill the impacted customers for the time period they were without gas service.

- **Expedited move-in/move-out requests**

Southwest Gas will expedite processing of move-in and/or move-out requests for any impacted customer who requests such service.

- **Proration of monthly access charges or minimum charges; recalibration of estimated usage to account for reduced consumption during period of time without gas service.**

Southwest Gas does not assess monthly access charges or minimum charges. However, Southwest Gas will waive the September monthly Basic Service Charge for the impacted customers.<sup>1</sup>

Given that the impacted customers will not be billed for the time period they were without gas service, their bill usage history will reflect this reduced consumption.

- **Flexible payment plan options**

Subject to the requirements of D.21-06-036, Southwest Gas is auto-enrolling customers in payment plans that have been impacted by the COVID-19 Pandemic. As such, for any of the Caldor Fire impacted customers who have exhausted their eligibility for a payment plan pursuant to D.21-06-036, Southwest Gas will enroll the customers in a new deferred payment plan, as necessary, according to the following guidelines:

*Establishment of service at a new residence*

- The customer's first payment will be no greater than 20% of the total outstanding balance. The remainder of the balance will be billed in not less than twelve equal monthly installments.

*For impacted customers with active gas service who develop an outstanding balance, the following payment plan will be offered on the outstanding balance*

- The customer's first payment will be no greater than 20% of the total outstanding balance. The remainder of the balance will be billed in not less than eight equal monthly installments.

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<sup>1</sup> Basic Service Charges are: Residential - \$5.85; non-California Alternate Rates for Energy (CARE) - \$4.00; Small Business Customer - \$11.00.



Southwest Gas will not penalize a customer for paying off an outstanding balance sooner than the established payment plan. Additionally, Southwest Gas will not accrue interest on an impacted customer's outstanding balance.

- **Suspend disconnections for non-payment and waiver of deposits and late fee requirements**

Southwest Gas will suspend disconnections for non-payment, waive deposits and suspend late fees for the 585 customers (residential and non-residential) affected by the Caldor Fire. Southwest Gas will also suspend the reporting of late payments to credit reporting agencies or to other credit/collection services for the impacted customers. Southwest Gas will not apply interest on outstanding balances. Southwest Gas will also instruct its third-party collections representative to suspend contacting these customers regarding outstanding balances.

Finally, all disconnect notifications due to non-payment, including outbound dialer calls will be suspended for these customers.

- **Additional protections for income-qualified customers**

Per Southwest Gas' COVID-19 transition plan approved in Advice Letter Nos. 1170 and 1170-A, Southwest Gas will resume recertification and random income verifications on October 1, 2021, for its CARE program, with CARE program removals anticipated to begin in December 2021. However, Southwest Gas will further suspend these actions for the impacted CARE customers through September 29, 2022.

Southwest Gas will also suspend recertification requests for the impacted customers currently receiving a Medical Baseline Allowance.

In addition, D.19-07-015 requires utilities to indicate how the Energy Savings Assistance (ESA) program can be deployed to assist impacted customers. The ESA program provides energy-saving measures such as insulation, weather-stripping, window and appliance repairs for qualifying low-income customers. For those qualifying customers' homes that were impacted by the Caldor Fire directly or suffered secondary heat, water, and/or other damages, the Southwest Gas ESA program will offer an avenue for no-cost home repairs.

### **Extension of EDRP Customer Protections to Other South Lake Tahoe Customers**

OP 1 in D.19-07-015 states in pertinent part:

Nothing in this Decision bars or otherwise prohibits utilities from implementing their own disaster assistance programs to supplement these adopted emergency customer protections.



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Therefore, Southwest Gas will also extend the above EDRP customer protections, as applicable, to customers who contact Southwest Gas and self-identify that they were also impacted by the Caldor Fire.

### **Communication and Outreach Plan for the EDRP Customer Protections**

Southwest Gas will communicate the availability of the above EDRP customer protections to its customers through media advisories, website updates, email and texts (to those customers for whom Southwest Gas has email addresses and cell phone numbers), announcements on social media platforms and outbound calling. Southwest Gas customers will also be directed to access [www.swgas.com/edrp](http://www.swgas.com/edrp) or to contact Customer Assistance at 1-877-860-6020 for additional information.

### **Emergency Customer Protections Memorandum Account (EPCMA)**

Southwest Gas will record costs associated with the implementation of the above customer protections in the EPCMA pursuant to D.19-07-015. The costs recorded to the EPCMA will be incurred beginning August 29, 2021, which is the date Southwest Gas customers were impacted by the Caldor Fire, and will conclude on September 29, 2022. Pursuant to the EPCMA, Southwest Gas will recover the costs only after request by Southwest Gas and approval by the Commission.

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

### **Effective Date**

Pursuant to OP 2 in D.19-11-005, 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 13, 2021, which is the date submitted.

### **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:

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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:

Ms. Valerie J. Ontiveroz  
Regulatory Manager/California  
Southwest Gas Corporation  
P.O. Box 98510  
Las Vegas, NV 89193-8510  
Email: [valerie.ontiveroz@swgas.com](mailto:valerie.ontiveroz@swgas.com)  
Facsimile: 702-364-3446

Please also direct any other communications regarding this Advice Letter to the above-named individual.

**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 2 in D.19-07-015 will not increase any rate or charge, cause the withdrawal of service or conflict with any 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. Southwest Gas will also serve this Advice Letter to all individuals on the established service list in Rulemaking 18-03-011.

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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



**Distribution List**

Advice Letter No. 1186-G

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)

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



# ADVICE LETTER SUMMARY

## ENERGY UTILITY



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

Company name/CPUC Utility No.:

Utility type:

ELC       GAS       WATER  
 PLC       HEAT

Contact Person:

Phone #:  
E-mail:  
E-mail Disposition Notice to:

EXPLANATION OF UTILITY TYPE

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

(Date Submitted / Received Stamp by CPUC)

Advice Letter (AL) #:

Tier Designation:

Subject of AL:

Keywords (choose from CPUC listing):

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:

Summarize differences between the AL and the prior withdrawn or rejected AL:

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:

No. of tariff sheets:

Estimated system annual revenue effect (%):

Estimated system average rate effect (%):

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:

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

Pending advice letters that revise the same tariff sheets:

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

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

## ENERGY Advice Letter Keywords

Affiliate	Direct Access	Preliminary Statement
Agreements	Disconnect Service	Procurement
Agriculture	ECAC / Energy Cost Adjustment	Qualifying Facility
Avoided Cost	EOR / Enhanced Oil Recovery	Rebates
Balancing Account	Energy Charge	Refunds
Baseline	Energy Efficiency	Reliability
Bilingual	Establish Service	Re-MAT/Bio-MAT
Billings	Expand Service Area	Revenue Allocation
Bioenergy	Forms	Rule 21
Brokerage Fees	Franchise Fee / User Tax	Rules
CARE	G.O. 131-D	Section 851
CPUC Reimbursement Fee	GRC / General Rate Case	Self Generation
Capacity	Hazardous Waste	Service Area Map
Cogeneration	Increase Rates	Service Outage
Compliance	Interruptible Service	Solar
Conditions of Service	Interutility Transportation	Standby Service
Connection	LIEE / Low-Income Energy Efficiency	Storage
Conservation	LIRA / Low-Income Ratepayer Assistance	Street Lights
Consolidate Tariffs	Late Payment Charge	Surcharges
Contracts	Line Extensions	Tariffs
Core	Memorandum Account	Taxes
Credit	Metered Energy Efficiency	Text Changes
Curtable Service	Metering	Transformer
Customer Charge	Mobile Home Parks	Transition Cost
Customer Owned Generation	Name Change	Transmission Lines
Decrease Rates	Non-Core	Transportation Electrification
Demand Charge	Non-firm Service Contracts	Transportation Rates
Demand Side Fund	Nuclear	Undergrounding
Demand Side Management	Oil Pipelines	Voltage Discount
Demand Side Response	PBR / Performance Based Ratemaking	Wind Power
Deposits	Portfolio	Withdrawal of Service
Depreciation	Power Lines	