

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3298



January 13, 2023

**Advice Letter 1228-G/1228-G-A**

Valerie J. Ontiveroz  
Regulatory Manager/California  
Southwest Gas Corporation  
8360 South Durango Drive  
Las Vegas, Nevada 89113

**SUBJECT: Revision to Rule Nos. 3, 6, 7, and 11 and Customer Forms Pursuant to Decision (D.) 22-08-037.**

Dear Ms. Ontiveroz:

SWG Advice Letter 1228-G/1228-G-A is effective as of October 28, 2022.

Sincerely,

A handwritten signature in black ink that reads "Leuwam Tesfai".

Leuwam Tesfai  
Deputy Executive Director for Energy and Climate Policy/  
Director, Energy Division  
California Public Utilities Commission



# **SOUTHWEST GAS CORPORATION**

December 6, 2022

## **Advice Letter No. 1228-G-A**

Public Utilities Commission of the State of California

**Subject: Partial Supplement – Revision to Rule Nos. 3, 6, 7, and 11 and Customer Forms Pursuant to Decision (D.) 22-08-037.**

Southwest Gas Corporation (Southwest Gas or Company) hereby submits for approval by the California Public Utilities Commissions (Commission) revisions to its California Gas Tariff.

### **Purpose**

The purpose of this submission is to partially supplement Southwest Gas Advice Letter No. 1228, submitted on September 28, 2022, to revise Southwest Gas' Rule Nos. 3, 6, 7, and 11 and Customer Forms in accordance with Ordering Paragraphs (OP) 3 through 8 in D.22-08-037 to implement the residential customer disconnection protections. This partial supplement only seeks to modify Rule 11.A.10 (Sheet No. 189), and to include Southwest Gas' Form No. 927.0 – Customer Bill Form. The tariff sheets being modified as a result of this submission are listed on Attachment A.

### **Modifications to Rule No. 11.A.10**

In D.22-08-037, the Commission prohibits the respondent utilities, including Southwest Gas, from charging residential customers reconnection fees.<sup>1</sup> Southwest Gas included modifications to relevant tariff sheets to reflect those changes in Attachment A to Advice Letter No. 1228. Pursuant to Energy Division review, Southwest Gas makes the following additional modifications to Rule No. 11.A.10 to clarify that:

- Non-residential customers will be charged reconnection fees.
- Residential customers will be charged reconnection fees only when a customer requests an expedited or call-out service for reconnection. Residential customers will be informed of this charge at the time of this type of reconnection request.

### **Revisions to Customer Bill Form in Compliance with D.22-08-037**

Southwest Gas' Bill Back is revised consistent with the modifications to Rule No. 11.A.10, above. This form was also revised to include language regarding Southwest Gas' additional payment options.

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<sup>1</sup> OP 6 in D.22-08-037 at pg. 35.



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Other minor conforming tariff revisions are included to as a result of this partial supplement. Redlined versions of the tariff revisions and customer form are included in Attachment B.

**Effective Date**

Southwest Gas believes this Advice Letter is subject to Energy Division disposition and should be classified as Tier 2 (Effective after Energy Division Approval) pursuant to General Order (GO) 96-B. Southwest Gas respectfully requests this Advice Letter be approved October 28, 2022, along with the originally submitted Advice Letter No. 1228.

**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. Protests are to be submitted electronically to the Commission's Energy Division at:

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

In addition, protests and all other correspondence regarding this Advice Letter should be sent electronically to:

Ms. Valerie J. Ontiveroz  
Regulatory Manager/California  
Email: [valerie.ontiveroz@swgas.com](mailto:valerie.ontiveroz@swgas.com)  
[regserve@segas.com](mailto:regserve@segas.com)

**Notice**

Pursuant to Energy Industry Rule 3.1(1), 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 9 in D.22-08-037.

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December 6, 2022

**Service**

In accordance with GO 96-B, General Rule 7.2, Southwest Gas is serving copies of this Advice Letter to the interested parties shown on the attached distribution list. Pursuant to OPs 7 and 8 in D.22-08-037, Southwest Gas is also serving a copy of this Advice Letter on the individuals listed on the official service list in R.18-07-005 consistent with the notification provided in Advice Letter No. 1228, that it implemented the customer protections established in D.22-08-037.

Respectfully submitted,

SOUTHWEST GAS CORPORATION

By:   
Valerie J. Ontiveroz

Attachments

**Distribution List**

Advice Letter No. 1228-A

In conformance with GO 96-B, General Rule 4.3

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

Matt Baker, Director  
Public Advocates Office  
[Matt.Baker@cpuc.ca.gov](mailto:Matt.Baker@cpuc.ca.gov)

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

Southern California Gas Company  
[GLenart@socalgas.com](mailto:GLenart@socalgas.com)  
Tariffs@socalgas.com

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

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)

Scott Blaising  
[blaising@braunlegal.com](mailto:blaising@braunlegal.com)

Jim Mosher  
[copperbeechllc@gmail.com](mailto:copperbeechllc@gmail.com)

ATTACHMENT A  
Advice Letter No. 1228-G-A

Cal. P.U.C. Sheet No.	Title of Sheet	Canceling Cal. P.U.C. Sheet No.
35 <sup>th</sup> Revised Sheet No. 6	Table of Contents ( <i>Continued</i> )	34th Revised Sheet No. 6
2nd Revised Sheet No. 189	Rule No. 11 - Discontinuance of Service ( <i>Continued</i> )	1st Revised/Original Sheet No. 189
4th Revised Sheet No. 307	Customer Bill – California (Form 927.0 12/2022)	3rd Revised Sheet No. 307

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<u>FORM NO.</u>	<u>AGREEMENTS, APPLICATIONS &amp; CONTRACTS</u>	<u>CAL. P.U.C. SHEET NOS.</u>
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	Held for Future Use	299
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913.2	Mobilehome Park Utility Conversion Program Agreement (09/2021)	300.2
913.9	Certification of Health and/or Disability Condition (11/2020)	301
923.0	Automatic Payment Plan Application and Agreement (09/2020)	302
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<u>BILLS AND INVOICES</u>		
860.4	Invoice/Statement (04/1991)	305
925.0	Remittance Return (03/2010)	306
927.0	Customer Bill (12/2022)	307
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936.0	Excess Service Statement (08/2008)	308
	Held for Future Use	309

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RULE NO. 11

DISCONTINUANCE OF SERVICE

*(Continued)*

A. NONPAYMENT OF BILLS *(Continued)*

8. g. Under any circumstances on the day prior to a Company holiday or weekend.
- h. When temperatures above 100 degrees or below 32 degrees are forecasted based on a 72-hour look-ahead period.
9. Upon discontinuance of service for nonpayment of bills, any deposit made to guarantee bills will be applied to the customer's final bill and any remaining balance will be refunded to the customer.
10. The Company shall require payment of a reconnection charge for non-residential customers, as specified on the Statement of Rates, Other Service Charges of this California Gas Tariff, before restoring service that has been discontinued for nonpayment of bills or for failure otherwise to comply with tariff schedules. A residential customer shall only be charged a reconnection charge for Expedited Service or Call-Out Service made at the residential customer's request to restore service that has been discontinued for nonpayment of bills or for failure otherwise to comply with tariff schedules. Service wrongfully terminated shall be restored without charge, and a notification thereof shall be mailed to the customer at the billing address.

B. UNSAFE APPARATUS

The Company shall have the right to refuse or discontinue gas service to a customer if any part of their piping or equipment is found to be unsafe or in violation of any law or ordinance until such piping or equipment has been put in a safe condition or the violation remedied.

The Company does not assume the duty of inspecting the customer's services, appliances, or apparatus or any part thereof, and assumes no liability thereof, nor does the Company assume any liability or contingent liability whenever customer's services, appliances, or apparatus or any part thereof have been inspected (whether or not approved) by a duly authorized inspector or agent of any governmental body or subdivision thereof.

C. SERVICE DETRIMENTAL TO OTHER CUSTOMERS

The Company will not establish service to equipment the operation of which will be detrimental to the service of its other customers, and will discontinue gas service to any customer who shall continue to operate such equipment after having been directed by the Company to cease such operation.

N  
N  
N  
N



SOUTHWEST GAS CORPORATION  
P.O. Box 98510  
Las Vegas, Nevada 89193-8510  
California Gas Tariff

Canceling 4th Revised Cal. P.U.C. Sheet No. 307  
3rd Revised Cal. P.U.C. Sheet No. 307

CUSTOMER BILL (FORM 927.0 12/2022)

(See Attached Form)

IF ACTUAL COPY OF FORM IS REQUIRED, PLEASE NOTIFY COMPANY

Advice Letter No. 1228-A  
Decision No. 22-08-037

Issued by  
Amy L. Timperley  
Chief Regulatory Officer

Date Filed December 6, 2022  
Effective \_\_\_\_\_  
Resolution No. \_\_\_\_\_



**SOUTHWEST GAS**

swgas.com



	<b>AMOUNT DUE</b>	PAST DUE AFTER
	<b>ACCOUNT</b>	

**ACCOUNT**

Billing From

Date Mailed

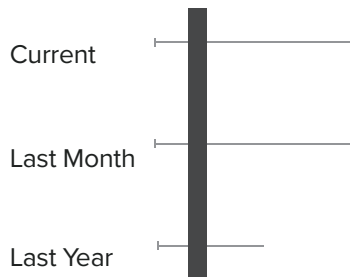
**Your Local Office is:**  
13471 Mariposa Road, Victorville, CA 92395

Customer Solutions/Soluciones al Cliente  
Toll Free/Llamada Gratis **877-860-6020**

Hearing Impaired: **711**

Service Address:

**DAILY AVERAGE USAGE (THERMS)**



**MONTHLY USAGE (THERMS)**



REMIT WITH PAYMENT



**SOUTHWEST GAS**

PO Box 98890  
Las Vegas, Nevada 89193-8890  
**(NOT FOR PAYMENTS)**



	<b>AMOUNT DUE</b>	PAST DUE AFTER
	<b>ACCOUNT</b>	

**ACCOUNT**

SEND PAYMENTS TO:  
**SOUTHWEST GAS**  
PO Box 24531  
Oakland, CA 94623-1531



Please include account number on check or money order and make payable to Southwest Gas. Do not send cash through the mail.



\*SEE REVERSE SIDE FOR IMPORTANT DETAILS.

**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 lower 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 (llamada gratis) at 1-877-860-6020.

**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 Safety Data Sheet (SDS) for natural gas by calling Energy Services at 1-800-654-2765 or visiting swgas.com/emergencysafety. Please ensure your employees know how to obtain SDS 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 Rules and Rate Schedules of SWG are available at your nearest SWG Customer Business Office or by going online at 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, Southwest Gas may require the delinquent bill, to be paid before service will be restored. Non-residential customers will be charged reconnection fees. Residential customers will be charged reconnection fees only when an expedited or call-out service for reconnection is requested.

**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.

y22, m12,v7

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 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

**Payments** - To pay 24 hours a day, 7 days a week using a debit or credit card or electronic check, go to [myaccount.swgas.com](http://myaccount.swgas.com) to log into your personal MyAccount or make a payment with no log-in required. To use our automated phone system, call us toll free at **877-860-6020**, and select option 2.

RETAIN PORTION ABOVE DOTTED LINE FOR YOUR RECORDS

**HELPING OTHERS THROUGH ENERGY SHARE**

Your **monthly** donation to Energy Share provides emergency aid to neighbors in need. Select an amount and your local Energy Share assistance agency will do the rest.



- \$1     \$5     \$10

Thank you for donating to Energy Share. Your generosity provides emergency energy assistance to people in our community who need a helping hand.



211234567890000005674000000003

If address changed, please check box and provide new address below.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**WAYS TO PAY**

**ONLINE**  
  
 swgas.com

**MOBILE APP**  
  
 Download Application

**PHONE**  
  
 877-860-6020  
 Press 2

**MAIL**  
  
 PO Box 24531  
 Oakland, CA 94623-1531

**PAY LOCATIONS**  
  
[myaccount.swgas.com/paystation](http://myaccount.swgas.com/paystation)

**PREVIOUS BILLING:**

Previous Balance \$

	<b>\$</b>	PAST DUE AFTER
	<b>AMOUNT DUE</b>	

**ACCOUNT**

**RATE SCHEDULE:**

Balance Forward \$

**CURRENT BILLING: 31 DAYS  
METER READING**

Current	Previous	Billing Factor	Total Therms
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Next meter read date is:

**Charges**

**Cost**

**ADVICE LETTER NO. 1228-A  
ATTACHMENT A**

**Redlined Versions of Tariffs and Form**

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RULE NO. 11

DISCONTINUANCE OF SERVICE

(Continued)

A. NONPAYMENT OF BILLS (Continued)

8. g. Under any circumstances on the day prior to a Company holiday or weekend.
- h. When temperatures above 100 degrees or below 32 degrees are forecasted based on a 72-hour look-ahead period.
9. Upon discontinuance of service for nonpayment of bills, any deposit made to guarantee bills will be applied to the customer's final bill and any remaining balance will be refunded to the customer.
10. The Company shall require payment of a reconnection charge for non-residential customers, as specified on the Statement of Rates, Other Service Charges of this California Gas Tariff, before restoring service that has been discontinued for nonpayment of bills or for failure otherwise to comply with tariff schedules. A residential customer shall only be charged a reconnection charge for Expedited Service or Call-Out Service made at the residential customer's request to restore service that has been discontinued for nonpayment of bills or for failure otherwise to comply with tariff schedules. Service wrongfully terminated shall be restored without charge, and a notification thereof shall be mailed to the customer at the billing address.

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The Company shall have the right to refuse or discontinue gas service to a customer if any part of their piping or equipment is found to be unsafe or in violation of any law or ordinance until such piping or equipment has been put in a safe condition or the violation remedied.

The Company does not assume the duty of inspecting the customer's services, appliances, or apparatus or any part thereof, and assumes no liability thereof, nor does the Company assume any liability or contingent liability whenever customer's services, appliances, or apparatus or any part thereof have been inspected (whether or not approved) by a duly authorized inspector or agent of any governmental body or subdivision thereof.

C. SERVICE DETRIMENTAL TO OTHER CUSTOMERS

The Company will not establish service to equipment the operation of which will be detrimental to the service of its other customers, and will discontinue gas service to any customer who shall continue to operate such equipment after having been directed by the Company to cease such operation.

SOUTHWEST GAS CORPORATION  
P.O. Box 98510  
Las Vegas, Nevada 89193-8510  
California Gas Tariff

Canceling 4th~~3rd~~ Revised Cal. P.U.C. Sheet No. 307  
3rd~~2nd~~ Revised Cal. P.U.C. Sheet No. 307

CUSTOMER BILL (FORM 927.0 -12/202203/2021)

(See Attached Form)

IF ACTUAL COPY OF FORM IS REQUIRED, PLEASE NOTIFY COMPANY

Issued by Amy L. Timperley ~~Justin Lee Brown~~ Date Filed December 6, 2022 ~~March~~  
Effective March  
Decision No. 1228-A1165 ~~1228-A1165~~ Chief Regulatory Officer ~~Senior Vice President~~ Resolution  
No. 1228-A1165 ~~1228-A1165~~ April 18, 2021





AMOUNT DUE PAST DUE AFTER

ACCOUNT

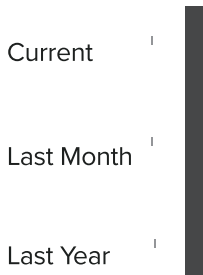
Billing From Date Mailed

Your Local Office is:

Service Address:

Customer Solutions/Soluciones al Cliente Toll Free/Llamada Gratis 877-860-6020 Hearing Impaired: 711

DAILY AVERAGE USAGE (THERMS)



MONTHLY USAGE (THERMS)



REMIT WITH PAYMENT

SOUTHWEST GAS PO Box 98890 Las Vegas, Nevada 89193-8890

AMOUNT DUE PAST DUE AFTER

SOUTHWEST GAS PO Box 24531 Oakland, CA 94623-1531



Please include account number on check or money order and make payable to Southwest Gas. Do not send cash through the mail.

\*SEE REVERSE SIDE FOR IMPORTANT DETAILS.

**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 lower 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 (llamada gratis) at 1-877-860-6020.

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**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 Safety Data Sheet (SDS) for natural gas by calling Energy Services at 1-800-654-2765 or visiting [swgas.com/emergencysafety](http://swgas.com/emergencysafety). Please ensure your employees know how to obtain SDS 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 Rules and Rate Schedules of SWG are available at your nearest SWG Customer Business Office or by going online at [swgas.com](http://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.

y18, m09,v4

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.

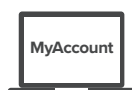
If you have limitations hearing or speaking, dial 711 to reach the California Relay Service, which provides direct assistance relaying telephone conversations. If you prefer having your calls immediately answered in your mode of communication, dial one of the toll-free numbers below to be routed to the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

Language	TTY/VCO/HCO 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

**Payments** - ~~To pay using a debit or credit card or electronic check, call us toll free at 877-860-6020 and select option 2, or take advantage of our customer service features at [www.swgas.com](http://www.swgas.com) where you can view a variety of payment options and find easy steps to pay your gas bill. Create a MyAccount to view, manage and customize your gas account online.~~

-----  
 RETAIN PORTION ABOVE DOTTED LINE FOR YOUR RECORDS  
 -----

If address changed, please check box and provide new address below.

**WAYS TO PAY****ONLINE**

swgas.com

**MOBILE APP**Download  
Application**PHONE**877-860-6020  
Press 2**MAIL**PO Box 24531  
Oakland, CA 94623-1531**PAY LOCATIONS**[myaccount.swgas.com/  
paystation](http://myaccount.swgas.com/paystation)



# 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) #: 1228-G-A

Tier Designation: Tier 2

Subject of AL: Partial Supplemental -- Revision to Rule Nos. 3, 6, 7, and 11 and Customer Forms Pursuant to Decision (D.) 22-08-037.

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 #: D.22-08-037

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: 10/28/22

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 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: Ms. Valerie J. Ontiveroz  
Title: Regulatory Manager/California  
Utility Name: Southwest Gas Corporation  
Address: P. O. Box 98510  
City: Las Vegas State: Nevada  
Telephone (xxx) xxx-xxxx: 702-876-7323  
Facsimile (xxx) xxx-xxxx: 702-364-3446  
Email: [valerie.ontiveroz@swgas.com](mailto:valerie.ontiveroz@swgas.com)

Name:  
Title:  
Utility Name:  
Address:  
City: State: Nevada  
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	

**ADVICE LETTER (AL) SUSPENSION NOTICE**  
**ENERGY DIVISION**

Utility Name: Southwest Gas Corporation

Date Utility Notified: 11/10/2022

Utility Number/Type: U 905-G

[X] E-Mailed to: [valerie.ontiveroz@swgas.com](mailto:valerie.ontiveroz@swgas.com)

Advice Letter Number(s): 1228-G

ED Staff Contact: Jenneille Hsu

Date AL(s) Filed: 9/28/2022

ED Staff Email: [jenneille.hsu@cpuc.ca.gov](mailto:jenneille.hsu@cpuc.ca.gov)

Utility Contact Person: Valerie Ontiveroz

ED Staff Phone No.: 415-703-2493

Utility Phone No.: 702-876-7323

**[X] INITIAL SUSPENSION (up to 120 DAYS from the expiration of the initial review period)**

This is to notify that the above-indicated AL is suspended for up to 120 days beginning 10/28/2022 for the following reason(s) below. If the AL requires a Commission resolution and the Commission's deliberation on the resolution prepared by Energy Division extends beyond the expiration of the initial suspension period, the advice letter will be automatically suspended for up to 180 days beyond the initial suspension period.

[ ] A Commission Resolution is Required to Dispose of the Advice Letter

[ ] Advice Letter Requests a Commission Order

[X] Advice Letter Requires Staff Review

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The expected duration of initial suspension period is 120 days

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**[ ] FURTHER SUSPENSION (up to 180 DAYS beyond initial suspension period)**

The AL requires a Commission resolution and the Commission's deliberation on the resolution prepared by Energy Division has extended beyond the expiration of the initial suspension period. The advice letter is suspended for up to 180 days beyond the initial suspension period.

---

If you have any questions regarding this matter, please contact [jenneille.hsu@cpuc.ca.gov](mailto:jenneille.hsu@cpuc.ca.gov)

cc:

EDTariffUnit

Paul Phillips



## **SOUTHWEST GAS CORPORATION**

November 16, 2022

ATTN: Tariff Unit, Energy Division  
[edtariffunit@cpuc.ca.gov](mailto:edtariffunit@cpuc.ca.gov)  
California Public Utilities Commission  
505 Van Ness Avenue, Room 4005  
San Francisco, CA 94102

Subject: Southwest Gas Corporation (U 905 G)  
Advice Letter No. 1228 – Substitute Sheet Submission

Enclosed please find Southwest Gas Corporation's (Southwest Gas) tariff Sheet Nos. 314 and 315 originally included in Advice Letter No. (AL) 1228, submitted on September 28, 2022. AL 1228 requests authorization to modify Southwest Gas' tariff, and tariff forms, to implement customer protections, pursuant to Decision 22-08-037. Sheet Nos. 314 and 315 contain Form 913.8 – Disconnect Notice – California and Form 913.10 – Final Notice – California, respectively.

The purpose of this transmittal is to make a ministerial correction to the revision date for each form. The correct revision date should be "09/2022".

Southwest Gas respectfully requests that the enclosed substitute tariff Sheets Nos. 314 and 315 (denoted with an asterisk (\*)) replace the originally submitted tariff sheets in AL 1228. No other tariff sheets in AL 1228 are affected as a result of this submission.

In accordance with General Order 96-B, General Rule 7.5.1, Southwest Gas is serving copies of this substitute sheet submission to the utilities and interested parties shown on the attached list. This submission is also being served on the individuals listed on the official service list in Rulemaking 18-07-005.

Respectfully submitted,  
SOUTHWEST GAS CORPORATION

By:   
Valerie J. Ontiveroz  
Attachment

**Distribution List**

Advice Letter No. 1228

Substitute Sheet Submission

In conformance with GO 96-B, General Rule 4.3

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

Matt Baker, Director  
Public Advocates Office  
[Matt.Baker@cpuc.ca.gov](mailto:Matt.Baker@cpuc.ca.gov)

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

Southern California Gas Company  
[GLenart@socalgas.com](mailto:GLenart@socalgas.com)  
Tariffs@socalgas.com

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

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)

Scott Blaising  
[blaising@braunlegal.com](mailto:blaising@braunlegal.com)

Jim Mosher  
[copperbeechllc@gmail.com](mailto:copperbeechllc@gmail.com)



SOUTHWEST GAS CORPORATION  
P.O. Box 98510  
Las Vegas, Nevada 89193-8510  
California Gas Tariff

Canceling 5th Revised Cal. P.U.C. Sheet No. 314\*  
4th Revised Cal. P.U.C. Sheet No. 314

DISCONNECT NOTICE — CALIFORNIA (FORM 913.8 09/2022)

(See Attached Form)

Advice Letter No. 1228  
Decision No. 22-08-037

Issued by  
Amy L. Timperley  
Chief Regulatory Officer

Date Filed September 28, 2022  
Effective \_\_\_\_\_  
Resolution No. \_\_\_\_\_



**THE BALANCE FORWARD ON YOUR GAS BILL IS PAST DUE.**

**YOUR GAS SERVICE WILL BE TURNED OFF**

unless payment is received by Southwest Gas by the "Past Due After" date shown on your Disconnect Notice bill.

**PLEASE CALL YOUR LOCAL OFFICE IMMEDIATELY IF:**

- the balance forward amount has already been paid,
- or —
- you have questions about your gas bill.

**FOR MORE INFORMATION ON ALL OUR PAYMENT OPTIONS, VISIT SWGAS.COM**

**GENERAL INFORMATION**

**Bills** - The monthly bill is due and payable upon presentation and becomes past due if not paid by the "Past Due After" date on your bill.

**Payment Arrangements** - If you are unable to pay your gas bill in full, please call your local Southwest Gas office at the telephone number shown at the top of your bill. We will work with you to establish a reasonable schedule for payment of your bill. Your service could be disconnected if you do not notify us that you need assistance.

**Special Services** - If you or any permanent resident of your household is seriously ill, elderly or disabled, there are programs available to you by contacting your local Southwest Gas business office. Some of the other services available are:

- **Automatic Payment Plan** (for automatic bill payment through your financial institution)
- **Pay Stations** (call your local Southwest Gas office for the pay stations nearest you)
- **Debit/Credit Card/Electronic Check** - To pay 24 hours a day, 7 days a week using a debit or credit card or electronic check, go to myaccount.swgas.com to log into your personal MyAccount or make a payment with no log-in required. To use our automated phone system, call us toll free at 877-860-6020, and select option 2.

**Third Party Notification** - This program is available to all residential customers and provides special benefits to the ill, elderly or disabled, as well as customers who are out of town for extended periods of time. It was designed to give notification to a third party (any person or public agency) who is willing to receive a copy of the customer's Disconnect Notice bill. The third party would notify the customer that prompt action is necessary to prevent discontinuance of service. Notification does not obligate the third party to pay the bill.

**Disputed Bills** - Please refer to the "NOTICE TO SOUTHWEST GAS CORPORATION (SWG) CUSTOMERS" section, for your state, located on the back of your bill.

**Returned Items** - If your payment is returned to us as uncollectible for any reason, you will be asked to pay your bill with cash, money order, or cashier's check. In addition, you will be assessed a returned item fee.

**Turning Your Service Back On** - In order for us to turn gas on that was disconnected for nonpayment, we must receive:

- the past due amount of your bill plus late charges;

Requests for service are scheduled on a first-come, first-served basis. Contact your local Southwest Gas office for scheduling.

**Payment Assistance Agencies** - The following are agencies or organizations that are available to assist you if you are unable to pay your gas bills. A call to your local Southwest Gas office will provide the name of any agency or organization that is not listed.

**SOUTHERN CALIFORNIA**

**San Bernardino County:**

Community Services Department  
686 East Mill Street  
San Bernardino, CA 92408  
800-635-4618

**NORTHERN CALIFORNIA**

**El Dorado County:**

937 Spring Road  
Placerville, CA 95667  
530-621-6150

**Nevada County:**

Nevada County Department of Housing  
530-265-1340

**Placer County:**

Home Energy Assistance Program  
888-524-5705



Por favor, llame a su oficina local de Southwest Gas para obtener una versión en español.

**SOUTHWEST GAS DISTRICT OFFICE LOCATIONS**

**Toll Free 877-860-6020**

- Big Bear Lake** - 140 Business Center Drive
- Bullhead City, AZ** - 1705 Langford Drive
- Incline Village, NV** - 218 Incline Court
- Truckee** - 10682 Pioneer Trail
- Victorville** - 13471 Mariposa Road

**CALIFORNIA PUBLIC UTILITIES COMMISSION LOCATION**

**Consumer Affairs Branch**

- 505 Van Ness Avenue, Room 2003
- San Francisco, CA 94102
- 800-649-7570 | Hearing Impaired: 711
- E-mail: cpuc.ca.gov

SOUTHWEST GAS CORPORATION  
P.O. Box 98510  
Las Vegas, Nevada 89193-8510  
California Gas Tariff

Canceling 5th Revised Cal. P.U.C. Sheet No. 315\*  
4th Revised Cal. P.U.C. Sheet No. 315

FINAL NOTICE — CALIFORNIA (FORM 913.10 09/2022)

(See Attached Form)

Advice Letter No. 1228  
Decision No. 22-08-037

Issued by  
Amy L. Timperley  
Chief Regulatory Officer

Date Filed September 28, 2022  
Effective \_\_\_\_\_  
Resolution No. \_\_\_\_\_

**SOUTHWEST GAS**

swgas.com

**CALIFORNIA FINAL NOTICE****THE BALANCE FORWARD ON YOUR GAS BILL IS PAST DUE.****YOUR GAS SERVICE WILL BE TURNED OFF**

unless payment is received by Southwest Gas by the "Past Due After" date shown on your Disconnect Notice bill.

**MAILED PAYMENTS MAY BE RECEIVED TOO LATE TO AVOID TURN-OFF.****PLEASE CALL YOUR LOCAL OFFICE IMMEDIATELY IF:**

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- or -
- you have questions about your gas bill.

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Placerville, CA 95667  
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**Nevada County:**

Nevada County Department of Housing  
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**Placer County:**

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888-524-5705

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**Incline Village, NV** - 218 Incline Court  
**Truckee** - 10682 Pioneer Trail  
**Victorville** - 13471 Mariposa Road

**CALIFORNIA PUBLIC UTILITIES COMMISSION LOCATION****Consumer Affairs Branch**

505 Van Ness Avenue, Room 2003  
San Francisco, CA 94102  
800-649-7570 | Hearing Impaired: 711  
E-mail: cpuc.ca.gov



# 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) #: 1228-G-A

Tier Designation: Tier 2

Subject of AL: Partial Supplemental -- Revision to Rule Nos. 3, 6, 7, and 11 and Customer Forms Pursuant to Decision (D.) 22-08-037.

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 #: D.22-08-037

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: 10/28/22

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 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: Ms. Valerie J. Ontiveroz  
Title: Regulatory Manager/California  
Utility Name: Southwest Gas Corporation  
Address: P. O. Box 98510  
City: Las Vegas State: Nevada  
Telephone (xxx) xxx-xxxx: 702-876-7323  
Facsimile (xxx) xxx-xxxx: 702-364-3446  
Email: [valerie.ontiveroz@swgas.com](mailto:valerie.ontiveroz@swgas.com)

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

**ADVICE LETTER (AL) SUSPENSION NOTICE**  
**ENERGY DIVISION**

Utility Name: Southwest Gas Corporation

Date Utility Notified: 11/10/2022

Utility Number/Type: U 905-G

[X] E-Mailed to: [valerie.ontiveroz@swgas.com](mailto:valerie.ontiveroz@swgas.com)

Advice Letter Number(s): 1228-G

ED Staff Contact: Jenneille Hsu

Date AL(s) Filed: 9/28/2022

ED Staff Email: [jenneille.hsu@cpuc.ca.gov](mailto:jenneille.hsu@cpuc.ca.gov)

Utility Contact Person: Valerie Ontiveroz

ED Staff Phone No.: 415-703-2493

Utility Phone No.: 702-876-7323

**[X] INITIAL SUSPENSION (up to 120 DAYS from the expiration of the initial review period)**

This is to notify that the above-indicated AL is suspended for up to 120 days beginning 10/28/2022 for the following reason(s) below. If the AL requires a Commission resolution and the Commission's deliberation on the resolution prepared by Energy Division extends beyond the expiration of the initial suspension period, the advice letter will be automatically suspended for up to 180 days beyond the initial suspension period.

[ ] A Commission Resolution is Required to Dispose of the Advice Letter

[ ] Advice Letter Requests a Commission Order

[X] Advice Letter Requires Staff Review

---

The expected duration of initial suspension period is 120 days

---

**[ ] FURTHER SUSPENSION (up to 180 DAYS beyond initial suspension period)**

The AL requires a Commission resolution and the Commission's deliberation on the resolution prepared by Energy Division has extended beyond the expiration of the initial suspension period. The advice letter is suspended for up to 180 days beyond the initial suspension period.

---

If you have any questions regarding this matter, please contact [jenneille.hsu@cpuc.ca.gov](mailto:jenneille.hsu@cpuc.ca.gov)

cc:

EDTariffUnit

Paul Phillips



# **SOUTHWEST GAS CORPORATION**

September 28, 2022

## **Advice Letter No. 1228**

Public Utilities Commission of the State of California

**Subject: Revision to Rule Nos. 3, 6, 7, and 11 and Customer Forms Pursuant to Decision (D.) 22-08-037.**

Southwest Gas Corporation (Southwest Gas or Company) hereby submits for approval by the California Public Utilities Commission (Commission) revisions to its California Gas Tariff. The tariff sheets being modified as a result of this submission are listed in Attachment A.

## **Purpose**

The purpose of this Advice Letter is to revise the following Rules and Forms to implement the provisions, including customer protections, adopted in Ordering Paragraphs (OP) 3 through 8 in D.22-08-037 applicable to Southwest Gas residential customers:

- Rule No. 3 – Application of Service (Rule No. 3);
- Rule No. 6 – Establishing and Reestablishment of Credit (Rule No. 6);
- Rule No. 7 – Deposits (Rule No. 7);
- Rule No. 11 – Discontinuance of Service (Rule No. 11);
- Form 902.1 – Application for Additional Baseline Allowance for Qualified Medical Conditions (Medical Baseline);
- Form 913.8 – Disconnect Notice – California; and
- Form 913.10 – Final Notice – California.

## **Background**

On June 11, 2020, the Commission issued D.20-06-003 in Rulemaking 18-07-005, which adopted immediate reforms to reduce residential customer disconnections and improve reconnection processes for disconnected customers served by the large California natural gas and electric utilities.<sup>1</sup> In Phase 1-A of this proceeding, the Commission considered whether to apply the Phase 1 requirements to small and multijurisdictional utilities (SMJUs).<sup>2</sup> On August 25, 2022, the Commission approved D.22-08-037, ordering the SMJUs to implement the following residential customer protections to reduce disconnections and ease reconnections of residential service:

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<sup>1</sup> The large utilities are Southern California Edison Company, Pacific Gas and Electric Company, San Diego Gas & Electric Company, and Southern California Gas Company

<sup>2</sup> The SMJUs include Southwest Gas, Liberty Utilities (Calpeco Electric) LLC, Bear Valley Electric Service, Inc., PacifiCorp, d/b/a Pacific Power, Alpine Natural Gas Company No. 1, LLC, and West Coast Gas Company.





- Adopts residential customer protections arising from D.18-12-013 and Ordering Paragraph 1 of D.20-06-003, including severe weather safety provisions.
- Prohibits establishment of credit deposits for new residential service and reestablishment of residential service deposits.
- Prohibits residential reconnection fees.
- Adopts policies for investigations into whether a customer was previously benefiting from a utility service.
- Allows physician assistants and nurse practitioners to certify that a customer qualifies for medical baseline and allows qualified medical professionals to e-sign applications for the medical baseline program.<sup>3</sup>

OP 9 states:

If any of the rules adopted herein require changes to a tariff of...[the SMJUs]...then that utility shall file an advice letter to implement such changes within 30 days of the issuance date of this decision. Provided that the changes are of a ministerial nature, a Tier 1 advice letter is acceptable for this purpose.<sup>4</sup>

This Advice Letter requests authorization to revise the applicable tariff Rules and Customer Forms to implement the above requirements pursuant to OPs 3 through 8 in D.22-08-037.

### **Revisions to Rule Nos. 3, 6, 7, and 11 in compliance with D.22-08-037**

Rule No. 3 is revised to include the Benefit of Service policies pursuant to OP 7.

Rule Nos. 6 and 7 are revised to remove establishment and reestablishment of credit deposits for residential customers pursuant to OPs 4 and 5. Rule No. 6 also includes revisions to remove outdated language with respect to customers being served through a master-meter.

Rule No. 11 is revised to include new language or clarify existing language to implement the following residential customers protections with respect to disconnections:

- Residential customers shall not be disconnected for nonpayment if they qualify for medical baseline and the customer agrees to a 12-month payment plan.
- Residential customers shall not be disconnected for nonpayment until the utility offers to enroll eligible customers in all applicable benefit programs administered by the utility.

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<sup>3</sup> D.22-08-037 at pgs. 2-3. D.22-08-037 also adopts disconnection rate caps, quarterly reporting requirements for the SMJUs, and authorizes the SMJUs to establish a two-way balancing account for recovery of residential uncollectible charges in rates and a memorandum account to track any administrative costs associated with the implementation of the Decision requirements.

<sup>4</sup> D.22-08-037 at pg. 37.



- Prior to disconnecting any residential customer, the utility shall offer the residential customer a 12-month payment plan. The utility shall not disconnect any residential customer who is on a 12-month payment plan and is current on both monthly bills and the 12-month payment plan.
- Residential customers shall not be disconnected if they currently have a Low-Income Home Energy Assistance Program pledge pending and if they agree to be placed on a 12-month payment plan for any remaining balance.
- Residential customers shall not be disconnected when temperatures above 100 degrees or below 32 degrees are forecasted based on a 72-hour look-ahead period. Each utility may continue to use its own internal weather monitoring systems for meeting this requirement.

#### **Revisions to Customer Forms in compliance with D.22-08-037**

Pursuant to OP 8, Southwest Gas' Medical Baseline form is revised to further clarify the "Letter of Certification" section on the form to include nurse practitioners and physician assistants as qualified medical providers who may certify a customer's eligibility for additional baseline due to a medical condition. Southwest Gas has also updated its business practice to accept Medical Baseline forms that contain an electronic signature from the qualified medical professionals.

Southwest Gas' Disconnect and Final Notices are revised to remove language requiring deposits and service reestablishment fees. These forms are also revised to: 1) remove reference to the Equal Payment Plan; 2) include language regarding Southwest Gas' additional payment options; and 3) remove a non-working number for San Bernardino County.

Other conforming tariff revisions are included to accommodate text movement, etc. within the tariff Rules. A redlined version of the tariff revisions and customer forms are included in Attachment B.

#### **Implementation of the Customer Protection Requirements in D.22-08-037**

On August 26, 2022, Southwest Gas terminated the collection of service establishment and reestablishment of credit deposits from residential customers, as well as the collection of service reconnection fees. Additionally, apart from the 72-hour look ahead weather provision, Southwest Gas implemented the above customer protections with respect to disconnections on September 1, 2022. The 72-hour look ahead weather provision will be implemented by or before November 23, 2022.

#### **Effective Date**

OP 9 in D.22-08-037 states that if the tariff revisions are of a ministerial nature, the SMJU may submit a Tier 1 Advice Letter (Effective Pending Disposition) to implement the changes noted herein. Due to extent of the revisions required to implement the requirements of D.22-08-037, Southwest Gas believes this Advice Letter should be classified as Tier 2 (Effective



Advice Letter No. 1228  
Page 4  
September 28, 2022

After Energy Division Disposition). Therefore, Southwest Gas respectfully requests that this Advice Letter be made effective on October 28, 2022, which is thirty (30) calendar days after the date submitted.

### **Protest**

Anyone may protest this Advice Letter to the Commission's Energy Division. The protest must state the grounds upon which it is based with specificity and must be sent no later than 20 days after the date of this Advice Letter submission. Protests are to be submitted electronically to the Commission's Energy Division at:

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

In addition, protests and all other correspondence regarding this Advice Letter should be sent electronically to:

Ms. Valerie J. Ontiveroz  
Regulatory Manager/California  
Email: [valerie.ontiveroz@swgas.com](mailto:valerie.ontiveroz@swgas.com)  
[regserve@swgas.com](mailto:regserve@swgas.com)

### **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 9 in D. 22-08-037.

### **Service**

In accordance with GO 96-B, General Rule 7.2, Southwest Gas is serving copies of this Advice Letter to interested parties shown on the attached list. Pursuant to OPs 7 and 8 in D.22-08-037, Southwest Gas is serving a copy of the Advice Letter on the individuals listed on the official service list to notify that it implemented the customer protections discussed herein.

Respectfully submitted,

SOUTHWEST GAS CORPORATION

By:   
Valerie J. Ontiveroz

Attachments

**Distribution List**

Advice Letter No. 1228

In conformance with GO 96-B, General Rule 4.3

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

Matt Baker, Director  
Public Advocates Office  
[Matt.Baker@cpuc.ca.gov](mailto:Matt.Baker@cpuc.ca.gov)

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

Southern California Gas Company  
[GLenart@socalgas.com](mailto:GLenart@socalgas.com)  
Tariffs@socalgas.com

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

Robert M. Pocta  
Public Advocates Office  
California Public Utilities Commission  
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Nathaniel Skinner  
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Jim Mosher  
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ATTACHMENT A  
Advice Letter No. 1228

Cal. P.U.C. Sheet No.	Title of Sheet	Canceling Cal. P.U.C. Sheet No.
19th Revised Sheet No. 5	Table of Contents ( <i>Continued</i> )	18th Revised Sheet No. 5
8th Revised Sheet No. 7	Table of Contents ( <i>Continued</i> )	7th Revised Sheet No. 7
Original Sheet No. 168.1	Rule No. 3 - Application for Service ( <i>Continued</i> )	
2nd Revised Sheet No. 174	Rule No. 6 - Establishment and Reestablishment of Credit	1st Revised Sheet No. 174
1st Revised Sheet No. 175	Rule No. 6 - Establishment and Reestablishment of Credit ( <i>Continued</i> )	Original Sheet No. 175
2nd Revised Sheet No. 176	Rule No. 7 - Deposits	1st Revised Sheet No. 176
1st Revised Sheet No. 177	Rule No. 7 – Deposits ( <i>Continued</i> )	Original Sheet No. 177
1st Revised Sheet No. 187	Rule No. 11 - Discontinuance of Service ( <i>Continued</i> )	Original Sheet No. 187
1st Revised Sheet No. 188	Rule No. 11 - Discontinuance of Service ( <i>Continued</i> )	Original Sheet No. 188
Original Sheet No. 188.1	Rule No. 11 - Discontinuance of Service ( <i>Continued</i> )	
1st Revised Sheet No. 189	Rule No. 11 - Discontinuance of Service ( <i>Continued</i> )	Original Sheet No. 189
2nd Revised Sheet No. 190	Rule No. 11 - Discontinuance of Service ( <i>Continued</i> )	1st Revised Sheet No. 190
1st Revised Sheet No. 191	Rule No. 11 - Discontinuance of Service ( <i>Continued</i> )	Original Sheet No. 191
5th Revised Sheet No. 293	Application for Additional Baseline Allowance for Qualified Medical Conditions (Form 902.1 09/2022)	4th Revised Sheet No. 293

Cal. P.U.C. Sheet No.	Title of Sheet	Canceling Cal. P.U.C. Sheet No.
5th Revised Sheet No. 314	Disconnect Notice — California (Form 913.8 09/2022)	4th Revised Sheet No. 314
5th Revised Sheet No. 315	Final Notice — California (Form 913.10 09/2022)	4th Revised Sheet No. 315

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RULE NO. 3

APPLICATION FOR SERVICE  
(Continued)

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.

RULE NO. 6

ESTABLISHMENT AND REESTABLISHMENT OF CREDIT

Each applicant for service will be required to establish credit to the satisfaction of the Company before service will be rendered.

A. ESTABLISHMENT OF CREDIT

1. The residential applicant's credit will be deemed established:
  - a. If applicant furnishes a guarantor satisfactory to the Company to secure payment of bills for the service requested; or
  - b. If applicant can otherwise establish credit to the satisfaction of the Company.
2. The non-residential applicant's credit will be deemed established:
  - a. When the non-residential applicant makes a deposit with the Company to secure the payment of any bills for service to be furnished by the Company under the application as provided in Rule No. 7 of this California Gas Tariff.

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RULE NO. 6

ESTABLISHMENT AND REESTABLISHMENT OF CREDIT  
(Continued)

B. REESTABLISHMENT OF CREDIT

1. The residential applicant's credit will be deemed reestablished:
  - a. If the applicant has previously been a customer of the Company, and has paid all bills for gas service on the average within a period as set forth in Rule No. 11, Section A.1 of this California Gas Tariff for a period of 12 consecutive months immediately prior to the date when the applicant for service previously ceased to take service from the Company, provided such service occurred within two years from the date of the new application for service.
2. The non-residential applicant's credit will be deemed reestablished:
  - a. If a non-residential applicant who previously has been a customer of the Company and during the last 12 months of that prior service has suffered discontinuance of gas service because of nonpayment of bills, deposits the amount prescribed in Rule No. 7, Section B.1 of this California Gas Tariff for that purpose as may be required by the Company.
  - b. If a non-residential customer whose gas service has been discontinued for nonpayment of bills for gas service within 19 days after presentation, deposits the amount prescribed in Rule No. 7, Section B.2.a. of this California Gas Tariff for that purpose as may be required by the Company.
  - c. If a non-residential customer who receives a bill that is two months past due or who becomes delinquent in the payment of a total of six monthly bills within a 12 consecutive month period, deposits the amount prescribed in Rule No. 7, Section B.2.b. of this California Gas Tariff for that purpose as may be required by the Company. Prior to a deposit billing, a non-residential customer described in this subsection will receive a warning letter providing notification that a deposit to reestablish credit may be required if another late payment occurs within the same 12-month period.
  - d. If a non-residential customer reestablishes the credit in accordance with Rule No. 6, Section A of this California Gas Tariff as may be required by the Company when the conditions of service or basis on which credit was originally established have, in the opinion on the Company, materially changed, or if, after investigation, a condition of risk is determined to exist.

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RULE NO. 7

DEPOSITS

A. AMOUNT TO ESTABLISH CREDIT

The amount of deposit required to establish credit for non-residential customers is twice the estimated maximum monthly bill, or for Small Business Customers, twice the estimated monthly average bill.

B. AMOUNT TO REESTABLISH CREDIT

1. Former Customers

a. Where a residential applicant is a former customer whose service was discontinued during the last 12 months of their former service for nonpayment of bills, such applicant may be required to pay such former bills.

b. Where a non-residential applicant is a former customer whose service was discontinued during the last 12 months of their former service for nonpayment of bills, such applicant may be required to pay such former bills and reestablish credit by depositing an amount equal to twice the estimated maximum monthly bill or, for Small Business Customers, twice the estimated monthly average bill.

2. Present Customers

a. A residential customer whose service has been discontinued for nonpayment of bills may be required to pay such bills.

b. A non-residential customer whose service has been discontinued for nonpayment of bills may be required to pay such bills and deposit an amount equal to twice the estimated maximum monthly bill or, for Small Business Customers, twice the estimated monthly average bill.

c. If a customer receives a bill that is two months past due or becomes delinquent in the payment of a total of six monthly bills within a 12 consecutive month period, such customer may be required to reestablish credit pursuant to this Rule. Unless the delinquency in payment is due to non-payment of all or a portion of a backbill, which occurred as a result of a billing or metering error, Small Business Customers may be required to reestablish credit by depositing an amount not to exceed twice the estimated average monthly bill. A Small Business Customer may enroll in the Company's Automatic Payment Program once within a twelve month consecutive period, in lieu of a cash deposit for reestablishing service.

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RULE NO. 7

DEPOSITS  
(Continued)

C. APPLICABILITY TO UNPAID ACCOUNTS

Deposits prescribed herein are applicable to unpaid bills for gas service when such service has been discontinued. Deposits will not be applied as payment for past due bills to avoid discontinuance of service.

D. RETURN OF DEPOSITS

The Company will refund the customer's deposit:

1. When service is ordered discontinued by the customer (less the amount of any unpaid bills), or
2. After the customer has, for 12 consecutive months, paid bills for service within 19 days after presentation, except as provided in accordance with Rule No. 6, Section B.4. of this California Gas Tariff.

E. INTEREST ON DEPOSITS

1. The Company will pay interest, compounded monthly and based on a daily calculation, at the time the deposit is applied to the customer's account or refunded, except as provided below. The Company will compute interest for each month at the rate of one-twelfth of the interest rate on Commercial Paper (prime, 3-month), published the prior month in the Federal Reserve Statistical Release, H.15, or its successor publication; except that when a refund is made within the first 15 days of a calendar month the interest rate applicable in the previous month shall be applied for the elapsed portion of the month in which the refund is made.
2. No interest will be paid if service is temporarily or permanently discontinued for nonpayment of bills.

RULE NO. 11

DISCONTINUANCE OF SERVICE

*(Continued)*

A. NONPAYMENT OF BILLS *(Continued)*

3. A customer's gas service may be discontinued for nonpayment of a bill for gas service of the same class rendered him at a previous location served by the Company, provided said bill is not paid within 30 days after presentation at the new location.
4. If a customer is receiving service at more than one location, service at any or all locations may be discontinued if the bills for service at any one or more locations are not paid within the time specified herein, provided, however, that domestic service may not be discontinued because of nonpayment of bills for other classes of service.
5. A customer's gas service may be discontinued for failure to comply with an amortization agreement entered into by the Company and the customer who establishes an inability to pay a delinquent bill, provided that a minimum 48 hour notice is given to the customer prior to termination of the conditions the customer is required to meet to avoid termination. Such notice shall not entitle the customer to further investigation by the Company.
6. Pursuant to Rule No. 3 – Application For Service and this Rule, 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.
7. Gas service to a gas customer will not be terminated for nonpayment without reasonable prior written notice, as established in Section A.1 of this Rule, which shall include:
  - a. The name and address of the customer whose account is delinquent.
  - b. The amount of the delinquency.
  - c. The date by which payment or arrangement for payment is required in order to avoid termination.
  - d. The procedure by which the customer may initiate a complaint or request an investigation concerning service or charges.
  - e. The procedure by which the customer may request amortization of the unpaid charges.

RULE NO. 11

DISCONTINUANCE OF SERVICE

(Continued)

A. NONPAYMENT OF BILLS (Continued)

7.
  - f. The procedure for the customer to obtain information on the availability of financial assistance including private, local, state, or federal sources, if applicable.
  - g. The telephone number of a representative of the Company who can provide additional information or institute arrangements for payment.
  - h. The telephone number of the Commission to which inquiries by the customer may be directed.
8. A customer's gas service will not be terminated for nonpayment:
  - a. Without a reasonable opportunity for the customer to contest the delinquent bill, as established in Rule No. 10, *Disputed Bills*, provided the customer has made contact with the Company within the termination notice period as established in Section A.1 of this Rule.
  - b. Without a reasonable opportunity for the customer to dispute the reasons for termination of service, as established in Section G, *Termination Disputes*, provided the customer has made contact with the Company within the termination notice period as established in Section A.1 of this Rule.
  - c. During the pendency of an investigation by the Commission or Company of a customer dispute or complaint, provided customer's other obligations to Company are kept current.
  - d. Without extending payment arrangements to the customer who has established the ability to pay only by installment. The installment period shall not exceed 12 months. During the customer's compliance with the amortization agreement, the customer's account for gas service must be kept current as charges accrue in each subsequent billing period.

RULE NO. 11

DISCONTINUANCE OF SERVICE  
(Continued)

A. NONPAYMENT OF BILLS (Continued)

8. d. Gas service to residential customers shall not be terminated for nonpayment until the Company offers to enroll the eligible customers in all applicable benefit programs administered by the Company. The Company is not required to make affirmative inquiry of every residential household as to whether they are enrolled in applicable benefit programs. If the Company is in contact with a customer prior to disconnection, however, the Company shall inquire if the customer is interested in hearing about applicable benefit programs. A residential customer must enroll in the applicable benefit programs within two billing cycles of being made aware of the applicable program.

Low-Income Home Energy Assistance Program (LIHEAP): Gas service to a residential customer shall not be terminated if a customer has a LIHEAP pledge pending and if they agree to be placed on a 12-month payment plan for any remaining balance.

- e. Without furnishing information on the availability of financial assistance from public and private programs to the customer who has signed a written declaration of their inability to pay.
- f. If a customer qualifies for additional baseline allowance for qualified medical conditions (Medical Baseline) or when discontinuance would be especially dangerous to health due to illness, age or disability; and the customer establishes the inability to pay the delinquent bill; and said customer agrees to amortize the unpaid balance of their account over a reasonable period of time, not to exceed 12 months, and keep the account current for gas service as charges accrue in each subsequent billing period.

In proving entitlement to temporary exemption from termination of service, certification of the health or disabled status of the customer by a licensed physician, a public health nurse or a social worker must be presented to the Company. The Company shall further require certification of age by driver's license, birth certificate, passport, or other reliable document.

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RULE NO. 11

DISCONTINUANCE OF SERVICE

*(Continued)*

A. NONPAYMENT OF BILLS *(Continued)*

8. g. Under any circumstances on the day prior to a Company holiday or weekend.
- h. When temperatures above 100 degrees or below 32 degrees are forecasted based on a 72-hour look-ahead period.
9. Upon discontinuance of service for nonpayment of bills, any deposit made to guarantee bills will be applied to the customer's final bill and any remaining balance will be refunded to the customer.
10. The Company shall require payment of a reconnection charge, as specified on the Statement of Rates, Other Service Charges of this California Gas Tariff, before restoring service that has been discontinued for nonpayment of bills or for failure otherwise to comply with tariff schedules. Service wrongfully terminated shall be restored without charge, and a notification thereof shall be mailed to the customer at the billing address.

B. UNSAFE APPARATUS

The Company shall have the right to refuse or discontinue gas service to a customer if any part of their piping or equipment is found to be unsafe or in violation of any law or ordinance until such piping or equipment has been put in a safe condition or the violation remedied.

The Company does not assume the duty of inspecting the customer's services, appliances, or apparatus or any part thereof, and assumes no liability thereof, nor does the Company assume any liability or contingent liability whenever customer's services, appliances, or apparatus or any part thereof have been inspected (whether or not approved) by a duly authorized inspector or agent of any governmental body or subdivision thereof.

C. SERVICE DETRIMENTAL TO OTHER CUSTOMERS

The Company will not establish service to equipment the operation of which will be detrimental to the service of its other customers, and will discontinue gas service to any customer who shall continue to operate such equipment after having been directed by the Company to cease such operation.

RULE NO. 11

DISCONTINUANCE OF SERVICE  
(Continued)

D. UNAUTHORIZED USE

The Company may discontinue service if the acts of the customer or the conditions upon his/her premises indicate an intent to deny the Company full compensation for services rendered, including, but not limited to, tampering or unauthorized use. Discontinuance of service for nonpayment of a bill for unauthorized use shall be in accordance with the provisions of Section A of this Rule.

E. NONCOMPLIANCE WITH THE COMPANY'S RULES

Unless otherwise specifically provided, the Company shall have the right to discontinue gas service to a customer for noncompliance with any of these tariff schedules if, after at least 5 days' notice thereof, the customer shall not have complied therewith.

F. CUSTOMER'S REQUEST FOR SERVICE DISCONTINUANCE

1. A customer about to vacate the premises shall give the Company not less than 5 days' notice thereof in writing and shall state the date that they wish service to be discontinued. The customer will be held responsible for all gas service furnished at the premises until such notice is received.
2. To discontinue service, the Company will either read the meter for a new customer, turn off the supply of gas, or perform a soft off. Soft offs will only be performed at residential dwellings where an indoor meter or indoor meter set assembly, as defined by the Company, is not known to exist. The Company will turn off the supply of gas no more than 30 calendar days after the soft off. If the soft off or turn off date falls on a Saturday, Sunday, or state or federal holiday, the date may be continued to the next business day, and in all events, the Company may extend the dates on account of weather conditions.

G. TERMINATION DISPUTES

Should any customer dispute the reasons for termination of service for nonpayment of a bill for gas service and not pay said bill prior to the next regular monthly billing, the following procedure shall apply:

1. After receipt of a termination notice, the customer must first contact the Company within the termination notice period as established in Section A.1 of this Rule to make special payment arrangements to avoid discontinuance of service.

RULE NO. 11

DISCONTINUANCE OF SERVICE

*(Continued)*

G. TERMINATION DISPUTES *(Continued)*

2. After contacting the Company, if the customer alleges to the Commission an inability to pay and that reasonable payment arrangements have not been extended, the customer should write to the Commission's Consumer Affairs Branch (CAB) to make an informal complaint. It is the responsibility of the customer to timely inform CAB to avoid discontinuance of service.
3. Within 10 business days after receiving the informal complaint, the CAB will report its proposed resolution to the Company and the customer by letter.
4. If not satisfied with the proposed resolution of the CAB, the customer shall file within 10 business days after the date of the CAB letter a formal complaint with the Commission on a form provided by the CAB. The Company shall not require the customer to deposit with the Commission the amount on the overdue bill in the termination dispute. The complaint shall be processed under the expedited complaint procedure.
5. Failure of the customer to observe these time limits shall entitle the Company to insist upon payment, or upon failure to pay, to terminate the customer's service.

H. UNSAFE ENVIRONMENT

The Company may discontinue service to the customer, after written notice of at least five days, if the customer or anyone on the premises inflicts bodily harm upon a Company employee.

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SOUTHWEST GAS CORPORATION  
P.O. Box 98510  
Las Vegas, Nevada 89193-8510  
California Gas Tariff

Canceling 5th Revised Cal. P.U.C. Sheet No. 293  
4th Revised Cal. P.U.C. Sheet No. 293

APPLICATION FOR ADDITIONAL BASELINE ALLOWANCE  
FOR QUALIFIED MEDICAL CONDITIONS (FORM 902.1 09/2022)

(See Attached Form)

Advice Letter No. 1228  
Decision No. 22-08-037

Issued by  
Amy L. Timperley  
Chief Regulatory Officer

Date Filed September 28, 2022  
Effective \_\_\_\_\_  
Resolution No. \_\_\_\_\_

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**SOUTHWEST GAS CORPORATION**

**APPLICATION FOR ADDITIONAL BASELINE ALLOWANCE FOR QUALIFIED MEDICAL CONDITIONS**

*Customer hereby claims eligibility for additional baseline rates and declares that the service requested will be used for residential purposes under the provisions of Southwest Gas Corporation's (the Company) applicable rate schedules.*

**Visite a [www.swgas.com](http://www.swgas.com) o llame (sin cargo) al 1-877-860-6020 para obtener una versión en español.**

**Customer Information:**

Name \_\_\_\_\_

Service Address \_\_\_\_\_  
*Street City State ZIP Code*

Mailing Address \_\_\_\_\_  
*(if different from service address) Street or P.O. Box City State ZIP Code*

Telephone No. ( ) \_\_\_\_\_ Account Number \_\_\_\_\_

**Would you like information regarding "Third Party Notification"?  Yes  No**

**Declaration of Eligibility – Please sign and date below and return form to Southwest Gas Corporation**

I, the undersigned, certify that \_\_\_\_\_ is a full-time resident of my household and either is dependent on life support equipment, as that term is defined in Cal. Pub. Util. Code §739(c)(2), or requires additional space heating/cooling needs in excess of the average residential user because the stated individual is a hemiplegic, paraplegic, quadriplegic, multiple sclerosis or scleroderma patient, or is a person who is being treated for a life-threatening illness or has a compromised immune system.

I declare that I am a customer of the Company and that the above stated individual is a permanent resident at the above service address, where gas is used for space heating/cooling, thereby qualifying me for an additional standard monthly allowance of 25 therms under the baseline rate.

I understand that if I can provide written verification by a state licensed physician, surgeon or osteopath that the standard monthly allowance of 25 therms is insufficient to meet the life-support and comfort requirements of the eligible resident, the Company shall make a determination as to the additional quantity required and round such quantity to the next higher 25 therms. Such written verification shall be made a part hereof.

I further acknowledge that eligibility is restricted to the above service address and I agree to notify the Company immediately if the disabled person no longer resides at this address or if gas is not used for heating/cooling.

I understand that I must renew this application at the request of the Company in order to maintain this additional baseline allowance.

**California Consumer Privacy Act ("CCPA") - NOTICE AT COLLECTION**

Under the CCPA, the Company is required to notify California residents of the personal information it collects and why the Company collects such information. This notice applies solely to customers, users, and others who reside in the state of California. A list of the categories of personal information the Company may collect and how it uses such information can be found in the Company's CCPA Privacy Policy at <https://www.swgas.com/ccpa>.

Customer Signature \_\_\_\_\_

Date \_\_\_\_\_  
Signed \_\_\_\_\_

**Letter Of Certification**—By Medical Provider (Licensed Medical Doctor [M.D.], Surgeon, Doctor of Osteopathy [D.O.], Nurse Practitioner [N.P.], or Physician's Assistant [P.A.]) in the state of \_\_\_\_\_

I hereby certify that \_\_\_\_\_ is either dependent on life support equipment as that term is defined in Cal. Pub. Util. Code §739(c)(2), or requires additional space heating/cooling needs in excess of the average residential user because the stated individual is a hemiplegic, paraplegic, quadriplegic, multiple sclerosis or scleroderma patient, or is a person who is being treated for a life-threatening illness or has a compromised immune system.

Name of Medical Provider \_\_\_\_\_ Telephone No. \_\_\_\_\_

Business Address \_\_\_\_\_  
*Street or P.O. Box* *City* *State* *ZIP Code*

M.D./D.O./N.P./P. A. State License Number: \_\_\_\_\_

Medical Provider Signature \_\_\_\_\_ Date Signed \_\_\_\_\_

For more information visit [www.swgas.com/en/ca-special-programs](http://www.swgas.com/en/ca-special-programs) or call toll free 1-877-860-6020

**Return the signed form to Southwest Gas at:** Fax 1-866-997-9427 Mail PO Box 1498, Victorville, CA 92393  
Email [customerinfo@swgas.com](mailto:customerinfo@swgas.com)

*Southwest Gas Corporation does not guarantee the privacy or security of faxed or electronic mail documents. By sending or requesting information be sent via facsimile or electronic mail, you are agreeing to accept any associated risk.*

**For Company Use Only:** Date Received \_\_\_\_\_ Date Processed \_\_\_\_\_

SOUTHWEST GAS CORPORATION  
P.O. Box 98510  
Las Vegas, Nevada 89193-8510  
California Gas Tariff

Canceling 5th Revised Cal. P.U.C. Sheet No. 314  
4th Revised Cal. P.U.C. Sheet No. 314

DISCONNECT NOTICE — CALIFORNIA (FORM 913.8 09/2022)

(See Attached Form)

Advice Letter No. 1228  
Decision No. 22-08-037

Issued by  
Amy L. Timperley  
Chief Regulatory Officer

Date Filed September 28, 2022  
Effective \_\_\_\_\_  
Resolution No. \_\_\_\_\_



**THE BALANCE FORWARD ON YOUR GAS BILL IS PAST DUE.**

**YOUR GAS SERVICE WILL BE TURNED OFF**

unless payment is received by Southwest Gas by the "Past Due After" date shown on your Disconnect Notice bill.

**PLEASE CALL YOUR LOCAL OFFICE IMMEDIATELY IF:**

- the balance forward amount has already been paid,
- or —
- you have questions about your gas bill.

**FOR MORE INFORMATION ON ALL OUR PAYMENT OPTIONS, VISIT SWGAS.COM**

**GENERAL INFORMATION**

**Bills** - The monthly bill is due and payable upon presentation and becomes past due if not paid by the "Past Due After" date on your bill.

**Payment Arrangements** - If you are unable to pay your gas bill in full, please call your local Southwest Gas office at the telephone number shown at the top of your bill. We will work with you to establish a reasonable schedule for payment of your bill. Your service could be disconnected if you do not notify us that you need assistance.

**Special Services** - If you or any permanent resident of your household is seriously ill, elderly or disabled, there are programs available to you by contacting your local Southwest Gas business office. Some of the other services available are:

- **Automatic Payment Plan** (for automatic bill payment through your financial institution)
- **Pay Stations** (call your local Southwest Gas office for the pay stations nearest you)
- **Debit/Credit Card/Electronic Check** - To pay 24 hours a day, 7 days a week using a debit or credit card or electronic check, go to myaccount.swgas.com to log into your personal MyAccount or make a payment with no log-in required. To use our automated phone system, call us toll free at 877-860-6020, and select option 2.

**Third Party Notification** - This program is available to all residential customers and provides special benefits to the ill, elderly or disabled, as well as customers who are out of town for extended periods of time. It was designed to give notification to a third party (any person or public agency) who is willing to receive a copy of the customer's Disconnect Notice bill. The third party would notify the customer that prompt action is necessary to prevent discontinuance of service. Notification does not obligate the third party to pay the bill.

**Disputed Bills** - Please refer to the "NOTICE TO SOUTHWEST GAS CORPORATION (SWG) CUSTOMERS" section, for your state, located on the back of your bill.

**Returned Items** - If your payment is returned to us as uncollectible for any reason, you will be asked to pay your bill with cash, money order, or cashier's check. In addition, you will be assessed a returned item fee.

**Turning Your Service Back On** - In order for us to turn gas on that was disconnected for nonpayment, we must receive:

- the past due amount of your bill plus late charges;

Requests for service are scheduled on a first-come, first-served basis. Contact your local Southwest Gas office for scheduling.

**Payment Assistance Agencies** - The following are agencies or organizations that are available to assist you if you are unable to pay your gas bills. A call to your local Southwest Gas office will provide the name of any agency or organization that is not listed.

**SOUTHERN CALIFORNIA**

**San Bernardino County:**

Community Services Department  
686 East Mill Street  
San Bernardino, CA 92408  
800-635-4618

**NORTHERN CALIFORNIA**

**El Dorado County:**

937 Spring Road  
Placerville, CA 95667  
530-621-6150

**Nevada County:**

Nevada County Department of Housing  
530-265-1340

**Placer County:**

Home Energy Assistance Program  
888-524-5705



Por favor, llame a su oficina local de Southwest Gas para obtener una versión en español.

**SOUTHWEST GAS DISTRICT OFFICE LOCATIONS**

**Toll Free 877-860-6020**

- Big Bear Lake** - 140 Business Center Drive
- Bullhead City, AZ** - 1705 Langford Drive
- Incline Village, NV** - 218 Incline Court
- Truckee** - 10682 Pioneer Trail
- Victorville** - 13471 Mariposa Road

**CALIFORNIA PUBLIC UTILITIES COMMISSION LOCATION**

**Consumer Affairs Branch**

505 Van Ness Avenue, Room 2003  
San Francisco, CA 94102  
800-649-7570 | Hearing Impaired: 711  
E-mail: cpuc.ca.gov



SOUTHWEST GAS CORPORATION  
P.O. Box 98510  
Las Vegas, Nevada 89193-8510  
California Gas Tariff

Canceling 5th Revised Cal. P.U.C. Sheet No. 315  
4th Revised Cal. P.U.C. Sheet No. 315

FINAL NOTICE — CALIFORNIA (FORM 913.10 09/2022)

(See Attached Form)

Advice Letter No. 1228  
Decision No. 22-08-037

Issued by  
Amy L. Timperley  
Chief Regulatory Officer

Date Filed September 28, 2022  
Effective \_\_\_\_\_  
Resolution No. \_\_\_\_\_



**THE BALANCE FORWARD ON YOUR GAS BILL IS PAST DUE.**

**YOUR GAS SERVICE WILL BE TURNED OFF**  
unless payment is received by Southwest Gas  
by the "Past Due After" date shown on your  
Disconnect Notice bill.

**MAILED PAYMENTS MAY BE RECEIVED TOO LATE TO AVOID TURN-OFF.**  
**PLEASE CALL YOUR LOCAL OFFICE IMMEDIATELY IF:**

- the balance forward amount has already been paid,
- or -
- you have questions about your gas bill.

**FOR MORE INFORMATION ON ALL OUR PAYMENT OPTIONS, VISIT SWGAS.COM**

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— **Pay Stations** (call your local Southwest Gas office for the pay stations nearest you)

— **Debit/Credit Card/Electronic Check**  
- To pay 24 hours a day, 7 days a week using a debit or credit card or electronic check, go to myaccount.swgas.com to log into your personal MyAccount or make a payment with no log-in required. To use our automated phone system, call us toll free at 877-860-6020, and select option 2.

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937 Spring Road  
Placerville, CA 95667  
530-621-6150

**Nevada County:**

Nevada County Department of Housing  
530-265-1340

**Placer County:**

Home Energy Assistance Program  
888-524-5705



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**Consumer Affairs Branch**

505 Van Ness Avenue, Room 2003  
San Francisco, CA 94102  
800-649-7570 | Hearing Impaired: 711  
E-mail: cpuc.ca.gov

**ADVICE LETTER NO. 1228  
ATTACHMENT B**

**Redlined Versions of Tariffs and Forms**

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RULE NO. 3

APPLICATION FOR SERVICE  
(Continued)

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.

RULE NO. 6

ESTABLISHMENT AND REESTABLISHMENT OF CREDIT

Each applicant for service will be required to establish credit to the satisfaction of the Company before service will be rendered.

A. ESTABLISHMENT OF CREDIT

1. The residential applicant's credit will be deemed established:
  - ~~a. If applicant makes a deposit with the Company to secure the payment of any bills for service to be furnished by the Company under the application as provided in Rule No. 7 of this California Gas Tariff; or~~
  - ~~b. Provides consent to a soft credit check with the Company credit bureau vendor; or~~
  - ~~e.a. If applicant furnishes a guarantor satisfactory to the Company to secure payment of bills for the service requested; or~~
  - ~~d. If applicant has previously been a customer of the Company, and has paid all bills for gas service on the average within a period as set forth in Rule No. 11, Section A.1 of this California Gas Tariff for a period of 12 consecutive months immediately prior to the date when the applicant for service previously ceased to take service from the Company, provided such service occurred within two years from the date of the new application for service; or~~
  - ~~e.b. If applicant can otherwise establish credit to the satisfaction of the Company.~~
  
2. The non-residential applicant's credit will be deemed established:
  - a. When the non-residential applicant makes a deposit with the Company to secure the payment of any bills for service to be furnished by the Company under the application as provided in Rule No. 7 of this California Gas Tariff.
  - ~~a.b. In the case of a master metered establishment which is subject to termination for nonpayment of bills by the landlord, the residential tenants may become customers of the Company by establishing credit as set forth above in Sections A.1.c. and A.1.d. Where prior service is being considered as a condition for establishing credit, proof of prompt payment while residing at such master metered establishment for the immediately preceding 12 months shall be acceptable to the Company as a satisfactory equivalent.~~

RULE NO. 6

ESTABLISHMENT AND REESTABLISHMENT OF CREDIT  
(Continued)

B. REESTABLISHMENT OF CREDIT

1. The residential applicant's credit will be deemed reestablished:

If the applicant has previously been a customer of the Company, and has paid all bills for gas service on the average within a period as set forth in Rule No. 11, Section A.1 of this California Gas Tariff for a period of 12 consecutive months immediately prior to the date when the applicant for service previously ceased to take service from the Company, provided such service occurred within two years from the date of the new application for service.

2. The non-residential applicant's credit will be deemed reestablished:

a. If a non-residential applicant who previously has been a customer of the Company and during the last 12 months of that prior service has suffered discontinuance of gas service because of nonpayment of bills, ~~may be required to reestablish his credit by depositing deposits~~ the amount prescribed in Rule No. 7, Section B.1 of this California Gas Tariff for that purpose as may be required by the Company.

b. If a non-residential ~~A~~ customer whose gas service has been discontinued for nonpayment of bills for gas service within 19 days after presentation, ~~may be required before service is restored to reestablish his credit by depositing deposits~~ the amount prescribed in Rule No. 7, Section B.2.a. of this California Gas Tariff for that purpose as may be required by the Company.

c. If a non-residential ~~A~~ customer who receives a bill that is two months past due or who becomes delinquent in the payment of a total of six monthly bills within a 12 consecutive month period, ~~may be required to reestablish his credit by depositing deposits~~ the amount prescribed in Rule No. 7, Section B.2.b. of this California Gas Tariff for that purpose as may be required by the Company. Prior to a deposit billing, a non-residential customer described in this subsection will receive a warning letter providing notification that a deposit to reestablish credit may be required if another late payment occurs within the same 12-month period.

~~3.~~ d. If a non-residential customer ~~reestablishes the credit in accordance with Rule No. 6, Section A of this California Gas Tariff as may be required by the Company when the conditions of service or basis on which credit was originally established have, in the opinion of the Company, materially changed, or if, after investigation, a condition of risk is determined to exist.~~ reestablishes the credit in accordance with Rule No. 6, Section A of this California Gas Tariff where the conditions of service or basis on which credit was originally established have, in the opinion of the Company, materially changed, or if, after investigation, a condition of risk is determined to exist.



RULE NO. 7

DEPOSITS

A. AMOUNT TO ESTABLISH CREDIT

The amount of deposit required to establish credit for non-residential customers is twice the estimated maximum monthly bill, or for Small Business Customers, twice the estimated monthly average bill.

B. AMOUNT TO REESTABLISH CREDIT

1. Former Customers

a. ~~Where an a residential applicant is a former customer whose service was discontinued during the last 12 months of their former service for nonpayment of bills, such applicant may be required to pay such former bills, and reestablish credit by depositing an amount equal to twice the estimated maximum monthly bill, or for Small Business Customers, twice the estimated monthly average bill.~~

b. ~~Where a non-residential applicant is a former customer whose service was discontinued during the last 12 months of their former service for nonpayment of bills, such applicant may be required to pay such former bills and reestablish credit by depositing an amount equal to twice the estimated maximum monthly bill or, for Small Business Customers, twice the estimated monthly average bill.~~

2. Present Customers

a. A residential customer whose service has been discontinued for nonpayment of bills may be required to pay such bills, ~~and deposit an amount equal to twice the estimated maximum monthly bill or for Small Business Customers, twice the estimated monthly average bill.~~

b. ~~A non-residential customer whose service has been discontinued for nonpayment of bills may be required to pay such bills and deposit an amount equal to twice the estimated maximum monthly bill or, for Small Business Customers, twice the estimated monthly average bill.~~

~~c.b.~~ If a customer receives a bill that is two months past due or becomes delinquent in the payment of a total of six monthly bills within a 12 consecutive month period, such customer may be required to reestablish credit pursuant to this Rule, ~~by depositing an amount not to exceed twice the estimated maximum monthly bill.~~ Unless the delinquency in payment is due to non-payment of all or a portion of a backbill, which occurred as a result of a billing or metering error, Small

SOUTHWEST GAS CORPORATION  
P.O. Box 98510  
Las Vegas, Nevada 89193-8510  
California Gas Tariff

Canceling \_\_\_\_\_ Cal. P.U.C. Sheet No. \_\_\_\_\_  
\_\_\_\_\_ Cal. P.U.C. Sheet No. \_\_\_\_\_

Business Customers may be required to reestablish credit by depositing an amount not to exceed twice the estimated average monthly bill. A Small Business Customer may enroll in the Company's Automatic Payment Program once within a twelve month consecutive period, in lieu of a cash deposit for reestablishing service.

C. APPLICABILITY TO UNPAID ACCOUNTS

Deposits prescribed herein are applicable to unpaid bills for gas service when such service has been discontinued. Deposits will not be applied as payment for past due bills to avoid discontinuance of service.

| Advice Letter No. \_\_\_\_\_ Issued by Amy L. Timperley ~~Justin Lee Brown~~ Date Filed \_\_\_\_\_ Effective \_\_\_\_\_  
| \_\_\_\_\_ T \_\_\_\_\_  
| Decision No. \_\_\_\_\_ Chief Regulatory Officer ~~Senior Vice President~~ Resolution No. \_\_\_\_\_  
| \_\_\_\_\_

RULE NO. 7

DEPOSITS  
(Continued)

C. APPLICABILITY TO UNPAID ACCOUNTS

Deposits prescribed herein are applicable to unpaid bills for gas service when such service has been discontinued. Deposits will not be applied as payment for past due bills to avoid discontinuance of service.

D. RETURN OF DEPOSITS

The Company will refund the customer's deposit:

1. When service is ordered discontinued by the customer (less the amount of any unpaid bills), or
2. After the customer has, for 12 consecutive months, paid bills for service within 19 days after presentation, except as provided in accordance with Rule No. 6, Section B.4. of this California Gas Tariff.

E. INTEREST ON DEPOSITS

1. The Company will pay interest, compounded monthly and based on a daily calculation, at the time the deposit is applied to the customer's account or refunded, except as provided below. The Company will compute interest for each month at the rate of one-twelfth of the interest rate on Commercial Paper (prime, 3-month), published the prior month in the Federal Reserve Statistical Release, H.15, or its successor publication; except that when a refund is made within the first 15 days of a calendar month the interest rate applicable in the previous month shall be applied for the elapsed portion of the month in which the refund is made.
2. No interest will be paid if service is temporarily or permanently discontinued for nonpayment of bills.

RULE NO. 11

DISCONTINUANCE OF SERVICE

(Continued)

A. NONPAYMENT OF BILLS (Continued)

3. A customer's gas service may be discontinued for nonpayment of a bill for gas service of the same class rendered him at a previous location served by the Company, provided said bill is not paid within 30 days after presentation at the new location.
4. If a customer is receiving service at more than one location, service at any or all locations may be discontinued if the bills for service at any one or more locations are not paid within the time specified herein, provided, however, that domestic service may not be discontinued because of nonpayment of bills for other classes of service.
5. A customer's gas service may be discontinued for failure to comply with an amortization agreement entered into by the Company and the customer who establishes an inability to pay a delinquent bill, provided that a minimum 48 hour notice is given to the customer prior to termination of the conditions the customer is required to meet to avoid termination. Such notice shall not entitle the customer to further investigation by the Company.
6. Pursuant to Rule No. 3 – Application For Service and this Rule, 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.
7. Gas service to a gas customer will not be terminated for nonpayment without reasonable prior written notice, as established in Section A.1 of this Rule, which shall include:
  - a. The name and address of the customer whose account is delinquent.
  - b. The amount of the delinquency.
  - c. The date by which payment or arrangement for payment is required in order to avoid termination.
  - d. The procedure by which the customer may initiate a complaint or request an investigation concerning service or charges.
  - e. The procedure by which the customer may request amortization of the unpaid charges.

RULE NO. 11

DISCONTINUANCE OF SERVICE

(Continued)

A. NONPAYMENT OF BILLS (Continued)

7. f. The procedure for the customer to obtain information on the availability of financial assistance including private, local, state, or federal sources, if applicable.
- g. The telephone number of a representative of the Company who can provide additional information or institute arrangements for payment.
- h. The telephone number of the Commission to which inquiries by the customer may be directed.
8. A customer's gas service will not be terminated for nonpayment:
  - a. Without a reasonable opportunity for the customer to contest the delinquent bill, as established in Rule No. 10, *Disputed Bills*, provided the customer has made contact with the Company within the termination notice period as established in Section A.1 of this Rule.
  - b. Without a reasonable opportunity for the customer to dispute the reasons for termination of service, as established in Section G, *Termination Disputes*, provided the customer has made contact with the Company within the termination notice period as established in Section A.1 of this Rule.
  - c. During the pendency of an investigation by the Commission or Company of a customer dispute or complaint, provided customer's other obligations to Company are kept current.
  - d. Without extending payment arrangements to the customer who has established the ability to pay only by installment. The installment period shall not exceed 12 months. During the customer's compliance with the amortization agreement, the customer's account for gas service must be kept current as charges accrue in each subsequent billing period.
  - ~~e. Without furnishing information on the availability of financial assistance from public and private programs to the customer who has signed a written declaration of their inability to pay.~~

RULE NO. 11

DISCONTINUANCE OF SERVICE  
(Continued)

A. NONPAYMENT OF BILLS (Continued)

8. d. Gas service to residential customers shall not be terminated for nonpayment until the Company offers to enroll the eligible customers in all applicable benefit programs administered by the Company. The Company is not required to make affirmative inquiry of every residential household as to whether they are enrolled in applicable benefit programs. If the Company is in contact with a customer prior to disconnection, however, the Company shall inquire if the customer is interested in hearing about applicable benefit programs. A residential customer must enroll in the applicable benefit programs within two billing cycles of being made aware of the applicable program.

Low-Income Home Energy Assistance Program (LIHEAP): Gas service to a residential customer shall not be terminated if a customer has a LIHEAP pledge pending and if they agree to be placed on a 12-month payment plan for any remaining balance.

e. Without furnishing information on the availability of financial assistance from public and private programs to the customer who has signed a written declaration of their inability to pay.

f. If a customer qualifies for additional baseline allowance for qualified medical conditions (Medical Baseline) or wWhen discontinuance would be especially dangerous to health due to illness, age or disability; and the customer establishes the inability to pay the delinquent bill; and said customer agrees to amortize the unpaid balance of their account over a reasonable period of time, not to exceed 12 months, and keep the account current for gas service as charges accrue in each subsequent billing period.

In proving entitlement to temporary exemption from termination of service, certification of the health or disabled status of the customer by a licensed physician, a public health nurse or a social worker must be presented to the Company. The Company shall further require certification of age by driver's license, birth certificate, passport, or other reliable document.

RULE NO. 11

DISCONTINUANCE OF SERVICE

(Continued)

A. NONPAYMENT OF BILLS (Continued)

8. ~~f. When discontinuance would be especially dangerous to health due to illness, age or disability; and the customer establishes the inability to pay the delinquent bill; and said customer agrees to amortize the unpaid balance of their account over a reasonable period of time, not to exceed 12 months, and keep the account current for gas service as charges accrue in each subsequent billing period.~~

~~In proving entitlement to temporary exemption from termination of service, certification of the health or disabled status of the customer by a licensed physician, a public health nurse or a social worker must be presented to the Company. The Company shall further require certification of age by driver's license, birth certificate, passport, or other reliable document.~~

- g. Under any circumstances on the day prior to a Company holiday or weekend.

h. When temperatures above 100 degrees or below 32 degrees are forecasted based on a 72-hour look-ahead period.

9. Upon discontinuance of service for nonpayment of bills, any deposit made to guarantee bills will be applied to the customer's final bill and any remaining balance will be refunded to the customer.
10. The Company shall require payment of a reconnection charge, as specified on the Statement of Rates, Other Service Charges of this California Gas Tariff, before restoring service that has been discontinued for nonpayment of bills or for failure otherwise to comply with tariff schedules. Service wrongfully terminated shall be restored without charge, and a notification thereof shall be mailed to the customer at the billing address.

B. UNSAFE APPARATUS

The Company shall have the right to refuse or discontinue gas service to a customer if any part of their piping or equipment is found to be unsafe or in violation of any law or ordinance until such piping or equipment has been put in a safe condition or the violation remedied.

The Company does not assume the duty of inspecting the customer's services, appliances, or apparatus or any part thereof, and assumes no liability thereof, nor does the Company assume any liability or contingent liability whenever customer's services, appliances, or apparatus or any part thereof have been inspected (whether

SOUTHWEST GAS CORPORATION  
P.O. Box 98510  
Las Vegas, Nevada 89193-8510  
California Gas Tariff

Canceling \_\_\_\_\_ Cal. P.U.C. Sheet No. \_\_\_\_\_  
\_\_\_\_\_ Cal. P.U.C. Sheet No. \_\_\_\_\_

or not approved) by a duly authorized inspector or agent of any governmental body  
or subdivision thereof.

Advice Letter No. \_\_\_\_\_ Issued by Amy L. Timperley ~~John P. Hester~~ Date Filed \_\_\_\_\_ Effective \_\_\_\_\_  
Decision No. \_\_\_\_\_ Chief Regulatory Officer ~~Senior Vice President~~ Resolution No. \_\_\_\_\_



RULE NO. 11

DISCONTINUANCE OF SERVICE

(Continued)

C. SERVICE DETRIMENTAL TO OTHER CUSTOMERS

The Company will not establish service to equipment the operation of which will be detrimental to the service of its other customers, and will discontinue gas service to any customer who shall continue to operate such equipment after having been directed by the Company to cease such operation.

D. UNAUTHORIZED USE

The Company may discontinue service if the acts of the customer or the conditions upon his/her premises indicate an intent to deny the Company full compensation for services rendered, including, but not limited to, tampering or unauthorized use. Discontinuance of service for nonpayment of a bill for unauthorized use shall be in accordance with the provisions of Section A of this Rule.

E. NONCOMPLIANCE WITH THE COMPANY'S RULES

Unless otherwise specifically provided, the Company shall have the right to discontinue gas service to a customer for noncompliance with any of these tariff schedules if, after at least 5 days' notice thereof, the customer shall not have complied therewith.

F. CUSTOMER'S REQUEST FOR SERVICE DISCONTINUANCE

1. A customer about to vacate the premises shall give the Company not less than 5 days' notice thereof in writing and shall state the date that they wish service to be discontinued. The customer will be held responsible for all gas service furnished at the premises until such notice is received.
2. To discontinue service, the Company will either read the meter for a new customer, turn off the supply of gas, or perform a soft off. Soft offs will only be performed at residential dwellings where an indoor meter or indoor meter set assembly, as defined by the Company, is not known to exist. The Company will turn off the supply of gas no more than 30 calendar days after the soft off. If the soft off or turn off date falls on a Saturday, Sunday, or state or federal holiday, the date may be continued to the next business day, and in all events, the Company may extend the dates on account of weather conditions.

RULE NO. 11

DISCONTINUANCE OF SERVICE

*(Continued)*

G. TERMINATION DISPUTES *(Continued)*

~~Should any customer dispute the reasons for termination of service for nonpayment of a bill for gas service and not pay said bill prior to the next regular monthly billing, the following procedure shall apply:~~

- ~~1. After receipt of a termination notice, the customer must first contact the Company within the termination notice period as established in Section A.1 of this Rule to make special payment arrangements to avoid discontinuance of service.~~
2. After contacting the Company, if the customer alleges to the Commission an inability to pay and that reasonable payment arrangements have not been extended, the customer should write to the Commission's Consumer Affairs Branch (CAB) to make an informal complaint. It is the responsibility of the customer to timely inform CAB to avoid discontinuance of service.
3. Within 10 business days after receiving the informal complaint, the CAB will report its proposed resolution to the Company and the customer by letter.
4. If not satisfied with the proposed resolution of the CAB, the customer shall file within 10 business days after the date of the CAB letter a formal complaint with the Commission on a form provided by the CAB. The Company shall not require the customer to deposit with the Commission the amount on the overdue bill in the termination dispute. The complaint shall be processed under the expedited complaint procedure.
5. Failure of the customer to observe these time limits shall entitle the Company to insist upon payment, or upon failure to pay, to terminate the customer's service.

H. UNSAFE ENVIRONMENT

The Company may discontinue service to the customer, after written notice of at least five days, if the customer or anyone on the premises inflicts bodily harm upon a Company employee.

SOUTHWEST GAS CORPORATION  
P.O. Box 98510  
Las Vegas, Nevada 89193-8510  
California Gas Tariff

Canceling ~~4th Revised~~ ~~3rd Revised~~ ~~4th Revised~~ ~~4th Revised~~ 5th Revised

Cal. P.U.C. Sheet No. 293  
Cal. P.U.C. Sheet No. 293

APPLICATION FOR ADDITIONAL BASELINE ALLOWANCE  
FOR QUALIFIED MEDICAL CONDITIONS (FORM 902.1 ~~11/2020~~ 09/2022)

(See Attached Form)

~~2020~~ ~~November 10, 2020~~ ~~Decision No. 1228-1151~~ ~~22 08 027~~ ~~Chief Regulatory Officer~~ ~~Senior Vice President~~ ~~December 10, 2020~~ ~~Resolution 20-20~~  
Issued by Amy L. Timperley ~~Justin Lee Brown~~ Date Filed September 28, ~~December 10, 2020~~ Effective September 28, 2022  
Decision No. 1228-1151 ~~1228-1151~~ ~~22 08 027~~



# APPLICATION FOR ADDITIONAL BASELINE ALLOWANCE FOR QUALIFIED MEDICAL CONDITIONS

Customer hereby claims eligibility for additional baseline rates and declares that the service requested will be used for residential purposes under the provisions of Southwest Gas Corporation's (the Company) applicable rate schedules.

Visite a [www.swgas.com](http://www.swgas.com) o llame (sin cargo) al 1-877-860-6020 para obtener una versión en español.

## Customer Information:

Name \_\_\_\_\_

Service Address \_\_\_\_\_  
*Street City State ZIP Code*

Mailing Address \_\_\_\_\_  
*(if different from service address) Street or P.O. Box City State ZIP Code*

Telephone No. ( ) \_\_\_\_\_ Account Number \_\_\_\_\_

Would you like information regarding "Third Party Notification"?  Yes  No

### Declaration of Eligibility – Please sign and date below and return form to Southwest Gas Corporation

I, the undersigned, certify that \_\_\_\_\_ is a full-time resident of my household and either is dependent on life support equipment, as that term is defined in Cal. Pub. Util. Code §739(c)(2), or requires additional space heating/cooling needs in excess of the average residential user because the stated individual is a hemiplegic, paraplegic, quadriplegic, multiple sclerosis or scleroderma patient, or is a person who is being treated for a life-threatening illness or has a compromised immune system.

I declare that I am a customer of the Company and that the above stated individual is a permanent resident at the above service address, where gas is used for space heating/cooling, thereby qualifying me for an additional standard monthly allowance of 25 therms under the baseline rate.

I understand that if I can provide written verification by a state licensed physician, surgeon or osteopath that the standard monthly allowance of 25 therms is insufficient to meet the life-support and comfort requirements of the eligible resident, the Company shall make a determination as to the additional quantity required and round such quantity to the next higher 25 therms. Such written verification shall be made a part hereof.

I further acknowledge that eligibility is restricted to the above service address and I agree to notify the Company immediately if the disabled person no longer resides at this address or if gas is not used for heating/cooling.

I understand that I must renew this application at the request of the Company in order to maintain this additional baseline allowance.

### California Consumer Privacy Act ("CCPA") - NOTICE AT COLLECTION

Under the CCPA, the Company is required to notify California residents of the personal information it collects and why the Company collects such information. This notice applies solely to customers, users, and others who reside in the state of California. A list of the categories of personal information the Company may collect and how it uses such information can be found in the Company's CCPA Privacy Policy at <https://www.swgas.com/ccpa>.

Customer Signature \_\_\_\_\_ Date Signed \_\_\_\_\_

**Letter Of Certification**—~~By physician, surgeon or osteopath licensed to practice medicine in the state of~~ \_\_\_\_\_

I hereby certify that \_\_\_\_\_ is either dependent on life support equipment as that term is defined in Cal. Pub. Util. Code §739(c)(2) or requires additional space heating/cooling needs in excess of the average residential user because the stated individual is a hemiplegic, paraplegic, quadriplegic, multiple sclerosis or scleroderma patient, or is a person who is being treated for a life-threatening illness or has a compromised immune system.

~~Name of Physician~~ \_\_\_\_\_ Telephone No. \_\_\_\_\_

Business Address \_\_\_\_\_  
Street or P.O. Box City State ZIP Code

~~M.D./D.O. License No.~~ \_\_\_\_\_

~~Physician Signature~~ \_\_\_\_\_ Date Signed \_\_\_\_\_

For more information visit [www.swgas.com/residential/specialprograms](http://www.swgas.com/residential/specialprograms) or call toll free 1-877-860-6020

**Return the signed form to Southwest Gas at:** Fax 1-866-997-9427 Mail PO Box 1498, Victorville, CA 92393  
Email [customerinfo@swgas.com](mailto:customerinfo@swgas.com)

*Southwest Gas Corporation does not guarantee the privacy or security of faxed or electronic mail documents. By sending or requesting information be sent via facsimile or electronic mail, you are agreeing to accept any associated risk.*

**For Company Use Only:** Date Received \_\_\_\_\_ Date Processed \_\_\_\_\_

SOUTHWEST GAS CORPORATION  
P.O. Box 98510  
Las Vegas, Nevada 89193-8510  
California Gas Tariff

Canceling 5th Revised Cal. P.U.C. Sheet No. 314  
4th Revised Cal. P.U.C. Sheet No. 314

DISCONNECT NOTICE — CALIFORNIA (FORM 913.8 09/202203/2021)

(See Attached Form)

10-2021 ~~10-2021~~ Advice Letter No. 12281165 Issued by Amy L. Timperley Date September 28, 2022 Effective March  
Decision No. 12281165 Chief Regulatory Officer Justin Lee Brown Senior Vice President April 18, 2021 Resolution No. 12281165



**SOUTHWEST GAS**  
swgas.com



# CALIFORNIA DISCONNECT NOTICE

**THE BALANCE FORWARD ON YOUR GAS BILL IS PAST DUE.**

**YOUR GAS SERVICE WILL BE TURNED OFF**

unless payment is received by Southwest Gas by the "Past Due After" date shown on your Disconnect Notice bill.

**PLEASE CALL YOUR LOCAL OFFICE IMMEDIATELY IF:**

- the balance forward amount has already been paid,
- or —
- you have questions about your gas bill.

**FOR MORE INFORMATION ON ALL OUR PAYMENT OPTIONS, VISIT SWGAS.COM**

**GENERAL INFORMATION**

**Bills** - The monthly bill is due and payable upon presentation and becomes past due if not paid by the "Past Due After" date on your bill.

**Payment Arrangements** - If you are unable to pay your gas bill in full, please call your local Southwest Gas office at the telephone number shown at the top of your bill. We will work with you to establish a reasonable schedule for payment of your bill. Your service could be disconnected if you do not notify us that you need assistance.

**Special Services** - If you or any permanent resident of your household is seriously ill, elderly or disabled, there are programs available to you by contacting your local Southwest Gas business office. Some of the other services available are:

- ~~Equal Payment Plan (to even out your billings over 12 months)~~
- **Automatic Payment Plan** (for automatic bill payment through your financial institution)
- **Pay Stations** (call your local Southwest Gas office for the pay stations nearest you)
- ~~Debit/Credit Card/Electronic Check - To pay using a debit or credit card or electronic check, call us toll free at 877-860-6020 and select option 2, or log onto swgas.com~~

**Third Party Notification** - This program is available to all residential customers and provides special benefits to the ill, elderly or disabled, as well as customers who are out of town for extended periods of time. It was designed to give notification to a third party (any person or public agency) who is willing to receive a copy of the customer's Disconnect Notice bill. The third party would notify the customer that prompt action is necessary to prevent discontinuance of service. Notification does not obligate the third party to pay the bill.

**Disputed Bills** - Please refer to the "NOTICE TO SOUTHWEST GAS CORPORATION (SWG) CUSTOMERS" section, for your state, located on the back of your bill.

**Returned Items** - If your payment is returned to us as uncollectible for any reason, you will be asked to pay your bill with cash, money order, or cashier's check. In addition, you will be assessed a returned item fee.

**Turning Your Service Back On** - In order for us to turn gas on that was disconnected for nonpayment, we must receive:

- the past due amount of your bill plus late charges;
- ~~a deposit equal to two times the estimated highest monthly bill;~~
- ~~a non-refundable reestablishment charge.~~

Requests for service are scheduled on a first-come, first-served basis. Contact your local Southwest Gas office for scheduling.

**Payment Assistance Agencies** - The following are agencies or organizations that are available to assist you if you are unable to pay your gas bills. A call to your local Southwest Gas office will provide the name of any agency or organization that is not listed.

**SOUTHERN CALIFORNIA**

**San Bernardino County:**  
Community Services Department  
686 East Mill Street  
San Bernardino, CA 92408  
**909-885-1219**  
800-635-4618

**NORTHERN CALIFORNIA**

**El Dorado County:**  
937 Spring Road  
Placerville, CA 95667  
530-621-6150

**Nevada County:**  
Nevada County Department of Housing  
530-265-1340

**Placer County:**  
Home Energy Assistance Program  
888-524-5705



**Por favor, llame a su oficina local de Southwest Gas para obtener una versión en español.**

**SOUTHWEST GAS DISTRICT OFFICE LOCATIONS**

**Toll Free 877-860-6020**

- Big Bear Lake - 140 Business Center Drive
- Bullhead City, AZ - 1705 Langford Drive
- Incline Village, NV - 218 Incline Court
- Truckee - 10682 Pioneer Trail
- Victorville - 13471 Mariposa Road

**CALIFORNIA PUBLIC UTILITIES COMMISSION LOCATION**

**Consumer Affairs Branch**

- 505 Van Ness Avenue, Room 2003
- San Francisco, CA 94102
- 800-649-7570 | Hearing Impaired: 711
- E-mail: cpuc.ca.gov

SOUTHWEST GAS CORPORATION  
P.O. Box 98510  
Las Vegas, Nevada 89193-8510  
California Gas Tariff

Canceling 5th~~4th~~ Revised Cal. P.U.C. Sheet No. 315  
4th~~3rd~~ Revised Cal. P.U.C. Sheet No. 315

FINAL NOTICE — CALIFORNIA (FORM 913.10 09/202203/2021)

(See Attached Form)

Advice Letter No. 10-2021 Issued by Amy L. Timperley Date Filed September 28, 2022 Effective March  
Decision No. 12281165 Chief Regulatory Officer Justin Lee Brown Senior Vice President April 18, 2021 Resolution No. 22 08 027





**THE BALANCE FORWARD ON YOUR GAS BILL IS PAST DUE.**

**YOUR GAS SERVICE WILL BE TURNED OFF**  
unless payment is received by Southwest Gas  
by the "Past Due After" date shown on your  
Disconnect Notice bill.

**MAILED PAYMENTS MAY BE RECEIVED TOO LATE TO AVOID TURN-OFF.**  
**PLEASE CALL YOUR LOCAL OFFICE IMMEDIATELY IF:**

- the balance forward amount has already been paid,
- or -**
- you have questions about your gas bill.

**FOR MORE INFORMATION ON ALL OUR PAYMENT OPTIONS, VISIT SWGAS.COM**

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- ~~Equal Payment Plan (to even out your billings over 12 months)~~
- **Automatic Payment Plan** (for automatic bill payment through your financial institution)
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- **Debit/Credit Card/Electronic Check** - ~~To pay using a debit or credit card or electronic check, call us toll free at 877-860-6020 and select option 2, or log onto swgas.com~~

**Third Party Notification** - This program is available to all residential customers and provides special benefits to the ill, elderly or disabled, as well as customers who are out of town for extended periods of time. It was designed to give notification to a third party (any person or public agency) who is willing to receive a copy of the customer's Disconnect Notice bill. The third party would notify the customer that prompt action is necessary to prevent discontinuance of service. Notification does not obligate the third party to pay the bill.

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- ~~a deposit equal to two times the estimated highest monthly bill;~~
- ~~a non-refundable reestablishment charge.~~

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**San Bernardino County:**  
Community Services Department  
686 East Mill Street  
San Bernardino, CA 92408  
**909-885-4219**  
800-635-4618

**NORTHERN CALIFORNIA**

**El Dorado County:**

937 Spring Road  
Placerville, CA 95667  
530-621-6150

**Nevada County:**

Nevada County Department of Housing  
530-265-1340

**Placer County:**

Home Energy Assistance Program  
888-524-5705



**Por favor, llame a su oficina local de Southwest Gas para obtener una versión en español.**

**SOUTHWEST GAS DISTRICT OFFICE LOCATIONS**

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**CALIFORNIA PUBLIC UTILITIES COMMISSION LOCATION**

**Consumer Affairs Branch**

- 505 Van Ness Avenue, Room 2003
- San Francisco, CA 94102
- 800-649-7570 | Hearing Impaired: 711
- E-mail: cpuc.ca.gov



# 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) #: 1228

Tier Designation: Tier 2

Subject of AL: Revision to Rule Nos. 3, 6, 7, and 11 and Customer Forms Pursuant to Decision (D.) 22-08-037.

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 #: D.22-08-037

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: 10/28/22

No. of tariff sheets: 16

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: Ms. Valerie J. Ontiveroz  
Title: Regulatory Manager/California  
Utility Name: Southwest Gas Corporation  
Address: P. O. Box 98510  
City: Las Vegas State: Nevada  
Telephone (xxx) xxx-xxxx: 702-876-7323  
Facsimile (xxx) xxx-xxxx: 702-364-3446  
Email: [valerie.ontiveroz@swgas.com](mailto:valerie.ontiveroz@swgas.com)

Name:  
Title:  
Utility Name:  
Address:  
City: State: Nevada  
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	