PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE SAN FRANCISCO, CA 94102-3298

March 1, 2011



Advice Letter 858

Don Soderberg, Vice-President/Pricing Southwest Gas Corporation P O Box 98510 Las Vegas, NV 89193-8510

Subject: In Compliance with D.10-10-032 Issued in R.10-05-005 Regarding CA Small Business Customers

Dear Mr. Soderberg:

Advice Letter 858 is effective December 22, 2010.

Sincerely,

Julie A. Fitch, Director Energy Division

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Donald L. Soderberg, Vice President/Pricing

December 21, 2010

Attention: Julie Fitch, Director Energy Division California Public Utilities Commission 505 Van Ness Avenue, Room 4004 San Francisco, CA 94102

Subject:

Southwest Gas Corporation (U 905 G)

Advice Letter No. 858

Dear Ms. Fitch:

Enclosed herewith are five (5) copies of Southwest Gas Corporation's Advice Letter No. 858 together with California Gas Tariff P.U.C. Sheet Nos. 7238-G through 7249-G.

Sincerely,

Donald L. Soderberg

DLS:vo Enclosures



Advice Letter No. 858

December 21, 2010

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

Southwest Gas Corporation (Southwest) (U 905 G) hereby tenders for filing the following tariff sheets:

California Gas Tariff

 Cal. P.U.C. Sheet No.	Title of Sheet	Canceling Cal. P.U.C. Sheet No.
7238-G	Rule No. 1 – Definitions (Continued)	4898-G
7239-G	Rule No. 1 – Definitions (Continued)	4328-G
7240-G	Rule No. 6 – Establishment and Reestablishment of Credit (Continued)	3923-G
7241-G	Rule No. 7 – Deposits	3924-G*
7242-G	Rule No. 7 – Deposits (Continued)	2217-G
7243-G	Rule No. 17 – Meter Tests and Adjustment of Bills (Continued)	3089-G
7244-G	Rule No. 17 – Meter Tests and Adjustment of Bills (Continued)	3090-G
7245-G	California Micro-Business Declaration (Form 912.0 12/2010)	
7246-G	Table of Contents (Continued)	7049-G
7247-G	Table of Contents (Continued)	7008-G
7248-G	Table of Contents (Continued)	7122-G
7249-G	Table of Contents	7216-G

Purpose

This filing is submitted in compliance with Ordering Paragraph (OP) 2 in Decision (D.) 10-10-032 issued in Rulemaking 10-05-005, which directs respondent utilities to revise their tariffs to reflect new deposit and billing adjustment provisions applicable to Small Business Customers. D.10-10-032, directs utilities to make the following changes applicable to Small Business Customers:

- Define Small Business Customer as a non-residential customer with annual therm usage of 10,000 therms or less or a non-residential customer that has provided appropriate documentation that they meet the definition of a "micro-business" pursuant to Government Code Section 14837. The documentation may include a signed document by the owner of the business certifying and declaring the business qualifies under Section 14837.
- 2. <u>Deposits</u> a) Reduce the deposit requirement from twice the maximum monthly bill to twice the average bill; b) specify that reestablishment of service deposits shall not apply when failure to pay is associated with charges that are backbilled; c) offer alternative credit mechanisms in lieu of paying a deposit; and d) provide a warning letter to the customer before a reestablishment of credit deposit is billed.
- Adjustment of Bills a) Reduce the backbilling period from three years to three months for undercharges resulting from billing and metering errors; and b) establish that refund periods for overcharges resulting from metering and billing errors be a maximum of three years.

Further, Southwest is adding a new customer form, *California Micro-Business Declaration (Form 912.0 12/2010)* to its tariff, as well as making ministerial revisions to other tariff sheets affected by this filing.

Effective Date

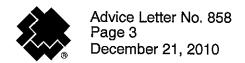
Pursuant to OP 2 in D.10-10-032, this Advice Letter is subject to Energy Division disposition and is classified as Tier 1 (effective pending disposition). Southwest respectfully requests that this Advice Letter be made effective December 22, 2010, which is the date of filing.

Protest

Anyone wishing to protest this filing may do so by sending a letter within 20 days of the filing. The protest should set forth the grounds upon which it is based and should be submitted expeditiously. There is no restriction on who may file a protest.

Protests should be mailed to:

Investigation, Monitoring & Compliance Program Manager California Public Utilities Commission, Energy Division 505 Van Ness Avenue, Room 4002 San Francisco, CA 94102 Facsimile: 415-703-2200



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

Mr. John P. Hester, Senior Vice-President Regulatory Affairs and Energy Resources Southwest Gas Corporation P.O. Box 98510 Las Vegas, Nevada 89193-8510 Facsimile: 702-876-7037

Notice

Pursuant to Energy Industry Rule 3.1(1), Southwest is exempt from the notice requirements set forth in General Rule 4.2 in G.O. 96-B since the tariff revisions proposed herein are being filed in compliance with D.10-10-032.

<u>Service</u>

In accordance with General Order 96-B, General Rule 4.3, Southwest is mailing copies of this advice letter and related tariff sheets to the utilities and interested parties shown on the attached list.

Respectfully submitted,

SOUTHWEST GAS CORPORATION

Donald L. Soderberg

Attachments

DISTRIBUTION LIST

Advice Letter No. 858

In Conformance with G.O. 96-B, General Rule 4.3

Southern California Edison Company

Pacific Gas & Electric Company

Sierra Pacific Power Company

San Diego Gas & Electric Company

Southern California Gas Company

Southern California Water Company

R. Thomas Beach

Duane Morris, LLP

Director/Division of Ratepayer Advocates

RULE NO. 1

DEFINITIONS (Continued)

GENERAL (Continued)

Service: All pipe, valves, and fittings from and including the

connection at the main up to and including the stop-cock

on the riser.

Service Extension: Consists of the service as above defined when provided for

a new customer at a premise not heretofore served in

accordance with the service extension rule.

Small Business Customer: Any non-residential customer with an annual consumption

> of less than 10,000 therms or any non-residential customer who demonstrates to the Company's satisfaction that they meet the definition of "micro-business" pursuant to

California Government Code Section 14837.

Standing Nomination: A Daily Nomination which is effective for multiple Gas

Days. Standing Nominations cannot exceed the term of the customer's Transportation Service Agreement. A Standing Nomination can be replaced by a new Daily Nomination or Intra-day Nomination; however, upon the expiration of such replacement Nomination, the Standing Nomination

becomes effective again.

Stub Service: A lateral pipe, including valves and fittings, from and

including the connection at the main to a dead end near the curb or property line of the street in which the main is

located.

Subcustomer: A tenant in an apartment house or other business building

to whom gas is resold by the customer from whom the

tenant rents.

Summer Season: The six-month period beginning May 1 and ending October

31.

Tariff Schedules: The entire body of effective rates, rentals, charges, and

> rules collectively, of the Company, as set forth herein, and including title page, preliminary statement, rate schedules,

rules and sample forms.

Tariff Sheet: An individual sheet of the tariff schedule.

Advice Letter No.____ 858 10-10-032 Decision No.____

Issued by John P. Hester Senior Vice President

December 21, 2010 Date Filed Effective Resolution No.

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Revised Cal. P.U.C. Sheet No. _7239-G Revised

Cal. P.U.C. Sheet No. 4328-G

RULE NO. 1

DEFINITIONS (Continued)

GENERAL (Continued)

Temporary Service:

Service for enterprises or activities which are temporary in character or where it is known in advance that service will be of limited duration. Service which, in the opinion of the Company, is for operations of a speculative character or the permanency of which has not been established also is considered temporary service.

Third Party:

Any natural person or public entity willing to receive notification of the pending termination of service of a residential customer who is elderly and/or handicapped, who is willing to be given the opportunity to arrange for payment of the customer's bill.

Tract or Subdivision:

An area for family dwellings which may be identified by filed subdivision plans or as an area in which a group of dwellings may be constructed about the same time, either by a large scale builder or by several builders working on a coordinated basis.

Transmission Main:

A pipeline installed for the purpose of transporting gas from a source of supply to a high pressure distribution main, distribution main, storage facility, or large volume customer(s)

Unit of Demand:

For the natural gas use (other than P1) of each customer, the unit or units of demand shall be the average daily requirement, expressed in therms, in each priority class of that customer during normal operations in the immediately preceding curtailment year or such average daily requirement in the immediately preceding month of August, whichever is higher. In determining the unit of demand, changes in a customer's requirement caused by an addition or reduction in facilities or by a definite addition or reduction in facilities or by a definite change in operations may be considered by the Utility. A unit of demand shall be determined by the Utility separately for the P2-A, P2-B, P3, P4, and P5 use of each customer with such use as of the first day of each curtailment

vear.

Utility:

Southwest Gas Corporation.

Winter Season:

The six-month period beginning November 1 and ending April 30.

858 Advice Letter No. 10-10-032 Decision No.

Issued by John P. Hester Senior Vice President

December 21, 2010 Date Filed Effective Resolution No.

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	Revised	Cal. P.U.C. Sheet No.	7240-C
Canceling	Revised	Cal. P.U.C. Sheet No.	3923-0

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RULE NO. 6

ESTABLISHMENT AND REESTABLISHMENT OF CREDIT (Continued)

B. REESTABLISHMENT OF CREDIT

- An 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 the amount prescribed in Rule No. 7, Section B.1. for that purpose.
- 2. 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 the amount prescribed in Rule No. 7, Section B.2.a. for that purpose.
- 3. 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 the amount prescribed in Rule No. 7, Section B.2.b. for that purpose. Prior to a deposit billing, a customer 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.
- 4. A nonresidential customer may be required to reestablish his credit in accordance with Rule No. 6, Section A 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.

 Issued by
 Date Filed
 December 21, 2010

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 John P. Hester
 Effective
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 Decision No.
 10-10-032
 Senior Vice President
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Revised Cal. P.U.C. Sheet No. 7241-G

Revised Cal. P.U.C. Sheet No. 3924-G*

RULE NO. 7

DEPOSITS

A. AMOUNT TO ESTABLISH CREDIT

The amount of deposit required to establish credit 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

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

Present Customers

- a. A 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. 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 his credit 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 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.

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Canceling Revised Cal. P.U.C. Sheet No. 7242-G

Revised Cal. P.U.C. Sheet No. 2217-G

RULE NO. 7

DEPOSITS (Continued)

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
- After the customer has, for 12 consecutive months, paid bills for service within 15 days after presentation, except as provided in accordance with Rule No. 6, Section B.4.

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 1/12 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.
- No interest will be paid if service is temporarily or permanently discontinued for nonpayment of bills.

Advice Letter No. 858

Decision No. 10-10-032

Issued by
John P. Hester
Senior Vice President

Date Filed December 21, 2010
Effective Resolution No.

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California Gas Tariff

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Revised Cal. P.U.C. Sheet No. <u>7243-G</u> Revised Cal. P.U.C. Sheet No. <u>3089-G</u>

RULE NO. 17

METER TESTS AND ADJUSTMENT OF BILLS (Continued)

B. ADJUSTMENT OF BILLS (Continued)

- 2. Adjustment of Bills for Meter Error (Continued)
 - b. <u>Slow Meter</u>. If a meter for domestic service is found to be registering more than 25 percent slow, or meter for other class of service is found to be registering more than two percent slow, the Company may bill the customer for the amount of the undercharge based on corrected meter readings or the Company's estimate of the energy usage either for the known period of meter error or, if the period of meter error is not known for the period the meter was in use, not exceeding three months in the case of residential and small business service and three years for other nonresidential service.

c. <u>Nonregistering Meter.</u> If a meter is found to be nonregistering, the Company may bill the customer for the Company's estimate of the gas service used but not registered, not exceeding three months in the case of residential and small business service and three years for other nonresidential service.

d. Other Than Displacement Gas Meter. For other than displacement gas meters, if the customer or the Company shall at any time have reason to doubt the accuracy of any gauge, measuring device, other appliance, data, or method used in measuring or computing the amount of gas delivered through other than displacement meters, notification shall be given to the other party and, within a reasonable time, the accuracy of such gauge, measuring device, appliance, data, or method shall be determined (upon request, jointly in the presence of both parties) and if any of them shall be found inaccurate, the proper correction in billing shall be made as follows:

In the case of computation errors or inaccurate data, where the date can be fixed or agreed upon, such correction in billing shall begin starting with the date of initial error.

In the case of a gauge, measuring device, or appliance found to be out of tolerance sufficient to cause a volume error greater than \pm two percent, such correction in billing shall begin on a mutually acceptable date. In the absence of such mutual acceptance, the correction shall begin on a date equivalent to 50 percent of the elapsed period since the last valid calibration or test.

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Issued by John P. Hester Senior Vice President Date Filed <u>December 21, 2010</u>
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Canceling Revised Cal. P.U.C. Sheet No. 7244-G
Canceling Revised Cal. P.U.C. Sheet No. 3090-G

RULE NO. 17

METER TESTS AND ADJUSTMENT OF BILLS (Continued)

B. ADJUSTMENT OF BILLS (Continued)

2. Adjustment of Bills for Meter Error (Continued)

In all cases where corrections are to be made, the amount of gas delivered during the established period of inaccuracy shall be recalculated and corrected. Thereafter, measurements shall be made in accordance with correct data and any inaccurate devices shall be recalibrated within published manufacturer's tolerances.

3. Adjustment of Bills for Billing Error

A billing error is an error by the Company which results in incorrect billing charges to the customer. Billing errors may include incorrect meter reads or clerical errors by a Company representative such as applying the wrong rate, wrong billing factor, or an incorrect calculation. A billing error does not include a meter error or unauthorized use, nor any error in billing resulting from meter dial over; switched or mismarked meters by other than the Company; inaccessible meter; failure of the customer to notify the Company of a change in the customer's operation; or failure of the customer to take advantage of a rate or condition of service for which the customer is eligible.

Where the Company overcharges or undercharges a customer as the result of a billing error, the Company may render an adjusted bill for the amount of the undercharge, and shall issue a refund or credit to the customer for the amount of the overcharge for the period of the billing error, but not exceeding three years in the case of an overcharge, and, in the case of an undercharge, not exceeding three months for residential and small business service and three years for other nonresidential service.

4. Adjustment of Bills for Unauthorized Use

Unauthorized use is the use of energy in noncompliance with the Company's tariffs or applicable law. It includes, but is not limited to, meter tampering, unauthorized connection or reconnection, theft, fraud, or intentional or unintentional use of energy whereby the Company is denied full compensation for service provided.

Where the Company determines that there has been unauthorized use of Company gas service, the Company may bill the customer for the Company's estimate of up to three years of such unauthorized use. However, nothing in this rule shall be interpreted as limiting the Company's rights in any provisions of any applicable law.

		Issued by	Date Filed	December 21, 201
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Decision No	10-10-032	Senior Vice President	Resolution No	

N N/T California Gas Tariff

Original	Cal. P.U.C. Sheet No.	7245-G
	Cal PILC Sheet No.	

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CALIFORNIA MICRO-BUSINESS DECLARATION (FORM 912.0 12/2010)

	SOUTHWEST GAS CORPORATION
₩ ¢	CALIFORNIA MICRO-BUSINESS DECLARATION

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(Print Name)	
that I am an owner of	("Business"), which receives natural gas service
rom Southwest Gas Corporation at	isiness)
Tom Southwest Oas Corporation at	(Address of Service Location*)
further certify and declare that the Business is d	iuly certified to transact business in the State of California, and that the
Business qualifies as a "micro-business" pursuai	nt to California Government Code §14837.
understand that the above information will be re	elied upon by Southwest Gas to classify the Business as a Small Business
Customer under its California Tariff, and that an	owner of the Business is responsible for notifying Southwest Gas if any
of the above information changes. I further under	erstand that if Southwest Gas determines any of the information
provided in this Declaration to be inaccurate, the	Business may be required to pay Southwest Gas any amounts that would
·	, , , , , , , , , , , , , , , , , , ,
nave been charged had the Business not been cla	
Signature	Date Signed
Signature Printed Name	Date Signed
	Date Signed
Printed Name	Date Signed .
Printed Name Billing Address, Line 1 Billing Address, Line 2	Date Signed Form 912.0 California Micro-Business Declaration for each service
Printed Name Billing Address, Line 1 Billing Address, Line 2 The Business owner must complete a separate F	Form 912.0 California Micro-Business Declaration for each service
Printed Name Billing Address, Line 1 Billing Address, Line 2 The Business owner must complete a separate Focation.	Form 912.0 California Micro-Business Declaration for each service
Billing Address, Line 1 Billing Address, Line 2 The Business owner must complete a separate Focation. Please return this completed form for processing Southwest Gas Corporation PO Box 1498	Form 912.0 California Micro-Business Declaration for each service
Printed Name Billing Address, Line 1 Billing Address, Line 2 The Business owner must complete a separate Focation. Please return this completed form for processing Southwest Gas Corporation	Form 912.0 California Micro-Business Declaration for each service

Advice Letter No. 858 John P. Hester Effective Effective Resolution No. Senior Vice President Resolution No.

Revised Cal. P.U.C. Sheet No. 7246-G
Canceling Revised Cal. P.U.C. Sheet No. 7049-G

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SOUTHWEST GAS CORPORATION P.O. Box 98510

Las Vegas, Nevada 89193-8510 California Gas Tariff Revised Cal. P.U.C. Sheet No. 7247-G
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Las Vegas, Nevada 89193-8510 California Gas Tariff

Canceling

Revised

Revised Cal. P.U.C. Sheet No. 7249-G Cal. P.U.C. Sheet No. <u>7216-G</u>

(Sheet 1 of 12)

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		issued by	Date Filed	<u>December 21, 2010</u>
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