

West Coast Gas Company, Inc.

9203 Beatty Drive, Sacramento, CA 95826-9702
(916) 364-4100 / Fax (916) 364-4200
E-mail westgas@aol.com / www.westcoastgas.com

February 25, 2021

Advice Letter xxx-G

West Coast Gas Company Inc. (U-910-G)

Public Utilities Commission of the State of California
Energy Division

SUBJECT

Resolution M-4849 Transition Plan Draft.

PURPOSE

Pursuant to Resolution M-4849, (R. M4849) West Coast Gas Company Inc. (WCG) submits its Transition Plan Draft.

BACKGROUND

On March 4, 2020, California Governor Gavin Newsom declared a State of Emergency (SOE) for the State of California, in order to combat and minimize the threat of COVID-19.

On March 16, 2020, Governor Newsom issued Executive Order N-28-20 ordering the CPUC to monitor any customer service protection measures and policies enacted by public and private utilities in response to COVID-19.

In response to Governor Newsom's orders, on March 17, 2020, CPUC Executive Director Alice Stebbins issued a letter that served as notification that the CPUC intended to monitor and provide emergency customer protection measures for California customers during this emergency.

RESOLUTION M-4849

On February 11, 2021, issuance date February 12, 2021, the CPUC adopted R. M4849, extending the Emergency Customer Protections for residential and small business customers through June 30, 2021. R. M4849 directs utilities to file a Tier 1 Advice Letter describing all reasonable and necessary actions to extend the Emergency Customer Protections contained in R. M4849.

R. M4849 also directed utilities to file a Transition Plan Draft for communicating the end of Consumer Protections.

TRANSITION PLAN DRAFT

Disconnections for Non Payment

WCG will communicate through billing statement messages and its web site, the expiration of customer protections and the option of participating in an Arrears Management Plan, spreading past due amounts out over 12 months.

WCG currently has 10 customers, or less than 1% of customers, who are over 90 days past due. WCG will contact these customers individually with the offer of an Arrears Management Plan.

WCG will resume disconnections for non payment 30 days after the protections expire.

CARE Customers

WCG will communicate through its web site and the CARE application, the resumption of certification of eligibility for CARE applicants.

WCG will resume verification 30 days after the protections expire.

EFFECTIVE DATE

WCG requests that this Tier 2 Advice Letter be effective as of April 1, 2021.

PROTESTS

Anyone wishing to protest this advice letter filing may do so by letter via US Mail, facsimile or electronically, any of which must be received no later than 20 days after the date of this advice filing. There is no restriction on who may file a protest. Protests should be submitted to:

CPUC Energy Division
ATTN: Tariff Unit
505 Van Ness Avenue
San Francisco, CA 94102

EDTariffUnit@cpuc.ca.gov

A copy of the protest should also be sent via email, to the address below, on the same date it is mailed or delivered to the Commission.

West Coast Gas Company Inc.
westgas@aol.com

NOTICE

A copy of this advice letter is being electronically sent to WCG GO 96-B service list and the CPUC's service list in R.18-03-011, A.14-11-007, A.15-02-001, A.19-11-003, A.20-03-014, R.15-03-010, R.18-07-006, R.18-07-005, R.12-06-013 and A.19-09-014.

Address changes should be directed to WCG by email at westgas@aol.com.