

draft of the Transition Plan providing for the removal of Customer Protections after June 30. 2021.

Mike <[REDACTED]>

Fri 2/26/2021 4:00 PM

To: Weaver, Gillian <Gillian.Weaver@cpuc.ca.gov>

Cc: Gabriela Lamond <[REDACTED]>

Pursuant to Decision 19-07-015 and Resolution M 4842 Alpine filed Advice Letters 54-G and 54-G A, Implementation of Emergency Customer Protection Measures During the COVID 19 Pandemic.

Resolution M 4849 ordering paragraph 5 requires a draft of the Transition Plan providing for the removal of Customer Protections after June 30. 2021.

Below is Alpine's proposed draft transition plan to remove Customer Protections:

I. Timeline

- a. May 1, 2021 first Notification of Customer Protections ending July 1, 2021.
- b. June 1, 2021 notification to customers with a delinquent balance greater than 30 days and reminder that customer protections are ending July 1, 2021
- c. July 1 2021 Customer Protections cease.

II. Marketing, Education and Outreach

- a. Alpine will notify all 1,680 customers of transition away from customer protections via U.S. mail and Alpine's Website, in accordance with Timeline in I. above.
- b. All delinquent accounts will be provided a second notice regarding their balance due and payment options via U.S. mail.
- c. Resumption of service disconnections for non-payment will be provided in all notifications by U.S. mail and Alpine's Website.

III. Activity timeline detail to be developed.

IV. Progress tracking and Reporting Plan.

- a. Tracking of non payment will continue, as will the development of payment plans provided to delinquent customers where applicable.

Sincerely,

Michael Lamond, CFO/Administrator
Alpine Natural Gas Operating Company No. 1, LLC



P.O. Box 550
Valley Springs, California 95252
209-772-3006

mike@alpinenaturalgas.com



Know what's **below.**
Call before you dig.

IMPORTANT NOTICE: This e-mail (including attachments) is confidential and intended only for the addressee(s) named above. If you have received this e-mail in error, please delete it, notify the sender and do not retain, read, copy or disseminate this e-mail. This e-mail may not be provided to any other party without the sender's consent.