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Advice No. 5794-A
(U 904 G)

Public Utilities Commission of the State of California

**Subject: Partial Supplement - Southern California Gas Company's COVID-19
Emergency Customer Protections Transition Plan Pursuant to
Resolution M-4849, Ordering Paragraph 5**

Purpose

The purpose of this submittal is to file a transition plan in accordance with the California Public Utilities Commission (Commission or CPUC) Resolution (Res.) M-4849, Authorization and Order directing investor-owned utilities (IOUs) to extend emergency customer protections to support California customers through June 30, 2021, and to file transition plans for the expiration of the emergency customer protections.

Southern California Gas Company (SoCalGas) hereby submits this supplemental Advice Letter (AL) pursuant to the Energy Division's direction to include an additional reporting metric for the arrearage management program (AMP).¹ This AL only partially supplements AL 5794 to provide a revised reporting metric and a revised date to the "pre-disconnection letter" issued to inform all affected customers of the impending lifting of the disconnection moratorium

Background

On April 1, 2021, SoCalGas submitted AL 5794 to file a transition plan in accordance with Res. M-4849 to extend emergency protections and transition plans for the expiration of the emergency customer protections. Herein, SoCalGas includes the additional reporting metric for the AMP with revisions to the: 1) date in the first paragraph under the Collections Communication section; and 2) two additional bullets

¹ Energy Division email sent on April 22, 2021 directing IOUs to include an additional monthly metric suggested by the Low Income Oversight Board (LIOB) in the IOU's transition plan ALs, and to submit supplemental ALs.

under Enrollments of impacted customers in new payment programs starting July 1, 2021 in the Progress Metrics section (revisions in redlined format for emphasis).

Revisions to Collections Communication²

II. SoCalGas Transition Plan

1. Collections Communication

Under SoCalGas' Transition Plan, SoCalGas will issue a "pre-disconnection" letter informing all affected customers of the impending lifting of the disconnection moratorium. All residential and small business customers who have arrears at the time of the communication that could subject them to disconnection, including CARE customers, will be mailed or e-mailed this letter, depending on the customer's indicated preference, reminding them of the need to stay current on their bills and providing information on how to contact SoCalGas to enroll in available programs, if needed. The communication will: (1) inform the customer that they are at risk of disconnection after the moratorium is lifted; (2) indicate a general time range when the customer will likely be disconnected unless the customer takes appropriate steps; and (3) be sent to the customers on or about May ~~315~~, 2021, at least ~~sixty forty-five~~ days prior to the issuance of the standard 15-day disconnection notice contained in Rule No. 09 of SoCalGas' tariff.

Revisions to Progress Metrics^{3,4}

On March 22, 2021, the Energy Division requested the IOUs provide proposed reporting metrics. SoCalGas proposes the following progress metrics as a baseline to measure success. SoCalGas will report the progress metrics in the first monthly report in the Disconnections Proceeding R.18-07-005 as determined by the Energy Division's disposition of the Transition Plan Advice Letter.⁵ Additionally, SoCalGas proposes the following metrics be reported for a one-year period.

² Partially revises section II. SoCalGas Transition Plan on page 6 of AL 5794.

³ On March 26, 2021, Pacific Gas & Electric Company (PG&E) provided metrics that all the IOUs could utilize in their transition plans.

⁴ Partially revises section G. Progress Metrics on page 9 of AL 5794.

⁵ See Res. M-4849 at 16-17. "The IOUs shall report these progress metrics and the any additions to transition plans monthly. Energy IOUs shall report in the monthly report required by the Disconnections Proceeding, R.18-07-005. The Industry Division's disposition of the Transition Plan Advice Letter will indicate the first monthly report delivery date."

Progress Metrics	
Retention of customers enrolled between 3/16/2020 – 6/30/2021	
<ul style="list-style-type: none"> • Number of customers that remain on AMP • Number of customers that remain on payment plans equal to 12 months 	
Enrollments of impacted customers in new payment programs starting July 1, 2021	
<ul style="list-style-type: none"> • Number of customers who were disconnected within six months of dropping out of AMP <ul style="list-style-type: none"> ○ The number customers who were removed from AMP before completing the program and were disconnected within six months of the removal date. • Percentage of customers who were disconnected within six months of dropping out of AMP <ul style="list-style-type: none"> ○ The number customers who were removed from AMP before completing the program and were disconnected within six months of the removal date divided by the total number of customers that have been removed from AMP before completing the program as of the February 1, 2021 program start date. 	
<ul style="list-style-type: none"> • Percentage of customers that complete post-enrollment verification for <ul style="list-style-type: none"> ○ CARE ○ FERA • Number of new monthly residential customers' participation in: <ul style="list-style-type: none"> ○ AMP ○ LIHEAP ○ Other bill relief programs (i.e. REACH for PG&E, EAF for SCE, GAF for SoCalGas, N2N for SDG&E) • Number of new enrollments in residential payment plans by buckets (i.e. 1-3 months, 4-6 months, 7-9 months, 10-12 months, greater than 12 months) • Number of new small business enrollments in payment plans by buckets (i.e. 1-3 months, 4-6 months, 7-9 months, 10-12 months, greater than 12 months) • Number of broken payment plans by buckets (i.e. 1-3 months, 4-6 months, 7-9 months, 10-12 months, greater than 12 months) • Number of kept payment plans by buckets (i.e. 1-3 months, 4-6 months, 7-9 months, 10-12 months, greater than 12 months) 	

Protest

Pursuant to General Order (GO) 96-B, General Rule 7.5.1, SoCalGas requests that the Commission maintain the original protest and comment periods designated in AL 5794 and waive the protest period for this supplemental submittal.

Effective Date

SoCalGas believes this AL is subject to Energy Division disposition and should be classified as Tier 2 (effective after staff approval) pursuant to GO 96-B. SoCalGas respectfully requests that this submittal be effective on May 1, 2021, which is pursuant to Ordering Paragraph 5 in Res. M-4849 to submit Tier 2 ALs with their transition plans for the Emergency Customer Protections on April 1, 2021 with the same requested effective date in AL 5794.

Notice

A copy of this AL is being sent to SoCalGas' GO 96-B service list and the Commission's service lists 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, A.19-09-014, and R.21-02-014. Address change requests to the GO 96-B service list should be directed via e-mail to Tariffs@socalgas.com or call 213-244-2837. For changes to all other service lists, please contact the Commission's Process Office at 415-703-2021 or via e-mail at Process_Office@cpuc.ca.gov.

/s/ Joseph Mock

Joseph Mock
Director - Regulatory Affairs

Attachments



ADVICE LETTER SUMMARY

ENERGY UTILITY



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

Company name/CPUC Utility No.:

Utility type:

ELC GAS WATER
 PLC HEAT

Contact Person:

Phone #:

E-mail:

E-mail Disposition Notice to:

EXPLANATION OF UTILITY TYPE

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

(Date Submitted / Received Stamp by CPUC)

Advice Letter (AL) #:

Tier Designation:

Subject of AL:

Keywords (choose from CPUC listing):

AL Type: Monthly Quarterly Annual One-Time Other:

If AL submitted in compliance with a Commission order, indicate relevant Decision/Resolution #:

Does AL replace a withdrawn or rejected AL? If so, identify the prior AL:

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

Confidential treatment requested? Yes No

If yes, specification of confidential information:

Confidential information will be made available to appropriate parties who execute a nondisclosure agreement. Name and contact information to request nondisclosure agreement/ access to confidential information:

Resolution required? Yes No

Requested effective date:

No. of tariff sheets:

Estimated system annual revenue effect (%):

Estimated system average rate effect (%):

When rates are affected by AL, include attachment in AL showing average rate effects on customer classes (residential, small commercial, large C/I, agricultural, lighting).

Tariff schedules affected:

Service affected and changes proposed¹:

Pending advice letters that revise the same tariff sheets:

¹Discuss 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

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

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