



# ADVICE LETTER SUMMARY

## ENERGY UTILITY



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

Company name/CPUC Utility No.: West Coast Gas Company Inc. / U-910-G

Utility type:

- ELC       GAS       WATER  
 PLC       HEAT

Contact Person: Raymond J. Czahar

Phone #: 916-364-4100

E-mail: westgas@aol.com

E-mail Disposition Notice to: westgas@aol.com

EXPLANATION OF UTILITY TYPE

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

(Date Submitted / Received Stamp by CPUC)

Advice Letter (AL) #: 569-G-A

Tier Designation: 2

Subject of AL: COVID-19 Transition Plan, M-4849 Supplement

Keywords (choose from CPUC listing): Compliance

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Does AL replace a withdrawn or rejected AL?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: No

Summarize differences between the AL and the prior withdrawn or rejected AL: NA

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: 4/16/21

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 proposed<sup>1</sup>: None

Pending advice letters that revise the same tariff sheets: None

<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: Raymond J. Czahar  
Title: Financial Officer  
Utility Name: West Coast Gas Company Inc.  
Address: 9203 Beatty Drive  
City: Sacramento  
State: California Zip: 95826  
Telephone (xxx) xxx-xxxx: 916-364-4100  
Facsimile (xxx) xxx-xxxx: 916-364-4200  
Email: westgas@aol.com

Name:  
Title:  
Utility Name:  
Address:  
City:  
State: California Zip:  
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	

# 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

April 16, 2021

Advice Letter 569-G-A

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

Public Utilities Commission of the State of California  
Energy Division

## **SUBJECT**

Resolution M-4849 Transition Plan.

## **PURPOSE**

Pursuant to Resolution M-4849, (R. M4849) West Coast Gas Company Inc. (WCG) submitted Advice Letter 569-G Transition Plan on April 1, 2021. In accordance with direction from the Commission WCG submits this supplemental advice letter. Changes are made in blue.

## **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 Tier 2 Transition Plan Advice Letter for communicating the end of Consumer Protections.

## TRANSITION PLAN

### ACTIVITIES TIMELINE

#### **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 9 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. Notices to go out June 15, 2021 with an implementation date of August 1, 2021. Attachment A, is the reporting data requested.

WCG has already updated its web site to include protections through July 1, 2021.

With the May billing WCG will alert customers to the June 30, 2021 cessation of customer protections against disconnections for non payment and the availability of Arrears Management Plans. Billing statements go out on May 27, May 28 and June 1, 2021.

With the June billing WCG will let customers know that disconnection for non payment will resume August 1, 2021. Billing statements go out on June 29, June 30 and July 1, 2021.

#### **CARE Customers**

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

WCG has already updated its web site to include protections through July 1, 2021.

With the May billing WCG will alert customers to the June 30, 2021 cessation of customer protections against certification of eligibility for CARE applicants and the resumption of the eligibility process. Billing statements go out on May 27, May 28 and June 1, 2021.

With the June billing WCG will let customers know that the eligibility process and verification of CARE applicants will resume August 1, 2021. Billing statements go out on June 29, June 30 and July 1, 2021.

### ME&O STRATEGY

WCG customers will be notified via billing statement notification and WCG web site that COVID-19 customer protections will end July 1, 2021.

Notification that service disconnection for non payment will resume August 1, 2021 will be provided via billing statement notification and WCG web site.

WCG will add programs that may assist customers in managing their utility bill payments, such as, the Federal Low Income Home Energy Assistance Program (LIHEAP) and the Community Resource Project Inc. to its web site.

WCG does not believe, we are required to have Marketing, Education and Outreach (ME&O) for the below contingencies:

WCG does not now nor has ever had an application by a residential customer for “medical baseline allowance” and therefore this element does not apply.

WCG's service territory is located 100% within urban areas and there are no wildfire threats. Therefore, WCG has no wildfire mitigation plan.

WCG does not have and has no plans to have Time of Use Rates.

### **COMPLIANCE AND SAFETY**

WCG's Activity Timeline and ME&O strategy provided above, account for compliance and safety measures by ensuring that WCG's most vulnerable customers maintain access to WCG services.

As provided on Attachment A, WCG has 1383 residential customer and small business customers with 9 of those customers having past due accounts over 90 day and over \$250.00. Of those 9 customer, 1 is a CARE customer.

### **PROGRESS TRACKING AND REPORTING**

Currently WCG does not have any customers on a payment plan.

Starting August 1, 2021 will track the following metrics on a monthly basis:

- Number of customers enrolled in a payment plan for arrears
- Dollar amount of payments made to plan
- Remaining balance of plan

### **LIOB RECOMMENDATIONS**

WCG is able to implement the following recommendation into its transition plan:

The LIOB recommends that all transition plans include a 7-day or 168 hour-look-ahead period, where if the temperatures are forecasted to be above 100 degrees or below 32 degrees, the household shall not be disconnection. The LIOB requests this to be in effect through December 31, 2021.

WCG will implement this 7-day look-ahead through December 31, 2021.

**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.

**West Coast Gas Company Inc. 03.24.21**  
**AL 569-G, Attachment A, Page 1**

Number of Unique Residential Customers in Arrears			
	Total	CARE/FERA	Non-CARE/FERA
Total	9	1	8

# of Unique Medical Baseline Customers in Arrears			
	Total	CARE/FERA	Non-CARE/FERA
Total	0	0	0

Dollar Amount of Residential Customers in Arrears			
	Total	CARE/FERA	Non-CARE/FERA
Total	\$4,972.19	\$583.11	\$4,389.08

\$\$\$ Amount of Medical Baseline Customers in Arrears			
	Total	CARE/FERA	Non-CARE/FERA
Total	0	0	0

Total Number of Unique Residential Customers			
	Total	CARE/FERA	Non-CARE/FERA
Total	1271	54	1217

Total Number of Unique Medical Baseline Customers			
	Total	CARE/FERA	Non-CARE/FERA
Total	0	0	0

*Arrears is anyone over 90 days past due.*



**West Coast Gas Company Inc. 03.24.21**  
**AL 569-G, Attachment A, Page 2**

Number of Unique Small Business Customers in Arrears			
	Total	CARE	Non-CARE
Total	0	0	0

Dollar Amount of Small Business Customers in Arrears			
	Total	CARE	Non-CARE
Total	0	0	0

Number of Active Unique Small Business Customers			
	Total	CARE	Non-CARE
Total	112	0	112