



**PAY-BY-PHONE
APPLICATION & AGREEMENT**

Thank you for your interest in our Pay-by-Phone payment option program. Please download, complete, and sign and mail this application to the address below. **It may take up to 7 days to process your Pay-by-Phone enrollment once your completed application has been received. Please include an original voided check. No deposit slips, please.**

Name On SoCalGas Account: _____

Service Address: _____

City: _____

Zip: _____

Telephone Number: _____

SoCalGas Account Number: _____

Financial Institution: (Required) _____

Checking Account Number: (Required) _____

***E-mail Address:** _____

If you have multiple natural gas accounts and would like to add them, please provide the service address and the natural gas account number on a separate sheet(s) of paper. Attach the additional sheet(s) to this application.

*I would like to receive periodic e-mails from Southern California Gas Company (SoCalGas) about topics such as: assistance programs, energy efficiency, safety, payment options, special promotions, etc.

I authorize SoCalGas and the financial institution I have indicated to deduct from my account payments for my SoCalGas bill. I am responsible for paying any associated fees my financial institution may charge (if any). I understand that SoCalGas and my financial institution reserve the right to terminate this authorization and my participation therein. I may also terminate this authorization by notifying SoCalGas. I hereby agree to the Participation Guidelines as set forth in the attachment and I certify that the information provided herein is true and correct in all respects.

You will receive a confirmation letter that your application has been processed and approved in approximately 2-3 weeks.

Name (Please print as it appears on your check)

SIGNATURE

Mail this application to:
**SoCalGas
Electronic Payment Program - ML 711A
PO Box 2007
Monterey Park, CA 91754-0957**



SoCalGas

Electronic Payment Program - ML 711A

PO BOX 2007

MONTEREY PARK, CA 91754-0957

PARTICIPATION GUIDELINES

(Please keep a copy for your records)

Who is eligible to sign up?

The Pay-by-Phone payment option is available to residential and business customers of SoCalGas whose accounts are in good standing and have no more than one (1) returned check within the last 12 consecutive months.

How does Pay-by-Phone work?

Once you are enrolled in our Pay-by-Phone payment option, call our toll-free number each month, any day up to including the bill date, to authorize a payment from your checking account.

If I enroll in Pay-by-Phone, can I make online payments?

If you register online for My Account at socalgas.com, you will have the flexibility of deciding each month whether to make your payment online or by phone. However, once you make your first online payment, you will receive one more paper bill by mail before paper bills are stopped. You will continue to receive monthly email bill due notifications and can view, print, and save up to 25 months of bills from this website.

Is there a fee to participate in these payment option methods?

There is no charge from SoCalGas to participate, however, some financial institutions may charge a fee for electronic fund transfers or other transactions. Please check with your financial institution regarding any fees that may apply.

After I'm enrolled, how do I change or update financial institution information?

If you register as a My Account online user at socalgas.com, you can view and edit your financial institution information instantly. To update or edit such information for Pay-by-Phone, select "Update Pay-by-Phone Banking Information" under "Other Services" once you register for My Account. You may also call SoCalGas at 1-800-427-2700 to request a change form.

What happens if a payment request is rejected?

Payments may be rejected by your financial institution due to insufficient funds, closed/unauthorized accounts, or other reasons. Check with your financial institution for possible fees it may impose. If your payment is rejected, SoCalGas will charge a \$7.50 processing fee on your next natural gas bill. SoCalGas reserves the right to terminate your participation in any of these programs if your payment is rejected more than once within any 12-month period.

How do I discontinue my participation in Pay-by-Phone payment service?

If you wish to be removed from the Pay-by-Phone program, simply discontinue making Pay-by-Phone payments and pay either online, by mail, or in person at an authorized payment location or branch office.

SoCalGas may modify or terminate any or all services or features of this electronic payment program at any time without notice. SoCalGas has no responsibility for any failure or error in Pay-by-Phone, including, without limitation, any interruption, omission, mistake, malfunction, or delay related thereto. No indirect, consequential, punitive, or special damages will be assessed against either party in connection with this electronic payment.

If you have any questions regarding this form or need assistance, please call 1-800-427-2200. Our Customer Service Representatives are available to assist you Monday - Friday, 7:00 a.m. - 8:00 p.m. and Saturday 7:00 a.m. - 6:00 p.m.