

SPECIAL INFORMATION REQUIRED ON FORMS

A. CONTRACTS

Each agreement or contract form for gas service will contain the following provision:

“This contract shall at all times be subject to such changes or modifications by the Public Utilities Commission of the State of California, as said Commission may, from time to time, direct in the exercise of its jurisdiction.”

B. BILLS

1. Each bill for gas service will contain the number of the applicable rate schedule, date mailed or left on premises, billing factor, and the following statements. In the case of billing by electronic data interchange, explicit instructions will be provided by electronic mail as to how to obtain such information.

“Should you question the amount of this bill, please request an explanation by calling the telephone number on the front of this bill. If you thereafter believe you have been billed incorrectly, the amount of the bill should be deposited with the California Public Utilities Commission, State Office Building, 505 Van Ness Avenue, Room 2003, San Francisco, CA 94102, phone: 800-649-7570, e-mail: consumer-affairs@cpuc.ca.gov, to avoid discontinuance of service. Make remittance payable to the California Public Utilities Commission, and attach the bill and the statement supporting your belief that the bill is not correct. The Commission will review the basis of the billed amount and make disbursement in accordance with its findings. However, the Commission will not accept the deposits when it appears that the dispute is over matters such as quality of service, level of rates, pending applications for rate increase, etc., which do not relate directly to the question of the accuracy of the bill.

“If you do not make such a deposit with the Commission within 15 days after The Gas Company notifies you of your right to do so, The Gas Company may discontinue your service for non-payment.”

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(TO BE INSERTED BY UTILITY)  
 ADVICE LETTER NO. 3867  
 DECISION NO.

ISSUED BY  
**Lee Schavrien**  
 Senior Vice President  
 Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)  
 DATE FILED May 21, 2008  
 EFFECTIVE Jun 20, 2008  
 RESOLUTION NO. \_\_\_\_\_

SPECIAL INFORMATION REQUIRED ON FORMS

(Continued)

B. BILLS (Continued)

2. Each bill that shows a deposit charge will contain the following statement:

“This deposit, together with any interest due, less the amount of any unpaid bills will normally be returned either on discontinuance of service or after the deposit has been held for twelve (12) consecutive months, during which time continuous gas service has been received and all bills for such service have been paid in accordance with the rules in effect and filed with the Public Utilities Commission of the State of California. No interest will be paid if service is temporarily or permanently discontinued for non-payment of bills.”

3. All non-residential bills will contain the following:

“To avoid a [current %] late payment charge, please pay by [due date].”

C. DISCONTINUANCE OF SERVICE NOTICE

Each termination notice shall contain the substance of Rule Nos. 6.C, Re-Establishment of Credit, 9, Discontinuance of Service, and 11, Disputed Bills and shall contain all of the following:

1. The name and address of the customer whose account is delinquent.
2. The amount of the delinquency.
3. The date by which payment or arrangement for payment is required to avoid termination.
4. The procedure by which the customer may initiate a complaint or request an investigation concerning service or charges.
5. The procedure by which the customer may request amortization of the unpaid charges.
6. The procedure for the customer to obtain information on the availability of financial assistance including private, local, state or federal sources, if applicable.
7. The telephone number of a representative of the Utility who can provide additional information or institute arrangements for payment.
8. The telephone number of the Commission to which inquiries by the customer may be directed.

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