

SAMPLE FORMS

Sheet 1

Bill Forms

Commercial/Industrial Service, Form 77-2 (06/05)

[See Attached Form]

(TO BE INSERTED BY UTILITY)

ADVICE LETTER NO. 3505
DECISION NO.

1C10

ISSUED BY

Lee Schavrien
Vice President
Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)

DATE FILED Jun 13, 2005
EFFECTIVE Jul 13, 2005

RESOLUTION NO. _____

Date Mailed



P.O. Box C
Monterey Park, CA 91756
www.socalgas.com

IMPORTANT CUSTOMER INFORMATION

PUBLIC UTILITIES COMMISSION NOTICE

"Should you question the amount of this bill, please request an explanation from the Company 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, California, 94102, email: consumer-affairs@cpuc.ca.gov to avoid discontinuance of service. Make remittance payable to California Public Utilities Commission and attach the bill and a 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 finding. However, the Commission will not accept deposits when it appears that the dispute is over matters such as quality of service, level of rates, pending applications for rate increases, etc., which do not relate directly to the question of the accuracy of the bill."

If you do not deposit the disputed bill amount with the Commission within 15 days after we notify you of your right to do so, we may discontinue your service for non-payment.

INFORMATION RELATED TO DEPOSITS

Amount of Deposit

The amount of the deposit required to establish or re-establish credit is twice the estimated average periodic bill.

Return of Deposit/Interest on Deposit

This deposit, together with any interest due, less the amount of any unpaid bills, will normally be refunded 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.

EXPLANATION OF BILLING TERMS

Public Purpose Programs Surcharge

A charge to fund Public Purpose Programs such as California Alternate Rates for Energy (CARE), Direct Assistance Program (DAP), energy efficiency and research and development. CARE customers are excluded from paying the CARE portion of the surcharge.

State Regulatory Fee

A fee used to fund the California Public Utilities Commission. Each customer's fee is determined by the number of gas therms used.

Service Establishment Charge

Applicable to all classes of customers except Utility Electric Generation and Wholesale customers, a charge to establish or re-establish gas service each time an account is opened.

Municipal Surcharge

A mandated state fee which compensates local governments for the private use of public lands during the transportation of gas. Charges are based on the value of the gas and current franchise agreements. Excluded from this fee is transported gas subject to existing franchise agreements.

WACOG

The monthly WACOG is the Weighted Average Cost of Gas purchased by SoCalGas on behalf of its gas procurement customers in the current month.

Due Date

The past due date indicated on this bill is for new charges; it does not stop collection activity on an unpaid previous balance.

Utility Users' Tax

A user tax charged by some cities and counties, based on the amount of the current monthly bill. SoCalGas is required to collect this tax for the cities and counties.

CUSTOMER SERVICE OPTIONS

Call your Account Executive for more information.

Electronic Check Processing

When you pay your bill by check, you authorize us to electronically process your payment. If your check is processed electronically, your checking account may be debited on the same day we receive the check. Your check will not be returned by your bank, however, the transaction will appear on your bank statement. If you do not wish to participate in this program, have your account number ready and call 1-877-272-3303.

Summary Billing

For customers with more than one service account, we offer a summary billing program that consolidates account billing into a single statement.

Bill Formats

We offer two bill formats to better meet your needs. If your service permits, we offer a one page, simplified bill format. If you need more details or would like to see historical data, we also offer a more detailed version.

Electronic Measurement

If an electronic measurement device has been installed at your facility, you will notice that only the final consumption information on the bill. You may get a more detailed accounting of your consumption through our Electronic Bulletin Board service, which will give you access to all your daily consumption records.