

COLLECTION NOTICES
Past Due Payment Notice, SCG Form PD1-28 (8/11)

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(See Attached Form)

(TO BE INSERTED BY UTILITY)

ADVICE LETTER NO. 4268
DECISION NO.

108

ISSUED BY

Lee Schavrien
Senior Vice President
Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)

DATE FILED Aug 17, 2011
EFFECTIVE Sep 16, 2011
RESOLUTION NO. _____



A Sempra Energy company

Things You Should Know About Termination Of Service

Payment Arrangements – If you cannot pay this bill by the expiration date of this notice, please call us to discuss payment arrangements or to obtain information on the availability of financial assistance. If we do not offer payment arrangements and if you are still unable to pay, you may write to the California Public Utilities Commission, State Office Building, 505 Van Ness Avenue, Room 2003, San Francisco, CA 94102. To contact the California Public Utilities Commission by telephone call 1-800-649-7570 or email : consumer-affairs@cpuc.ca.gov. For the Hearing and Speech Impaired - TTY 1-800-229-6846.

You will not be required to send a deposit with your letter. Please notify your local office if you write to the Commission.

The Commission will report its resolution to you and us in writing within 10 days of receiving your letter. If the above procedure is not followed within the time limit shown, your gas may be turned off for non-payment. If your service is turned off, full payment of the bill plus a reconnection fee will be required before service will be turned on. A deposit may also be required.

Re-establishment of Credit/Deposit – If your bills are not paid within 19 days of mailing, we may require that you establish your credit with us by paying your bill and giving us a deposit equal to twice the amount of your average monthly bill.

When we know that residential tenants are served through a master meter, we will attempt to notify the tenants at least 15 days before the date of turn off. Tenants have the right to become our customers without paying the landlord's past due bills.

Disconnection Policy – If you have moved, and have failed to pay a bill at your old address, we may turn off the gas at your new address for non-payment if that bill is not paid within 19 days of mailing to your new address.

If you have gas service at more than one address, and a bill for service at one address is not paid within 19 days of mailing, we may turn off the gas to all your addresses.

We will not turn off gas to a residence for unpaid bills for other classes of service. We will not turn off your gas for non-payment if you establish to our satisfaction that such action would be especially dangerous to the health of an occupant of your home*, or that a permanent resident of your home is elderly (62 or older) or handicapped* and you are unable to pay the amount due but are willing to arrange installment payments satisfactory to us.

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, please have your account number ready and call 1-877-272-3303.

Closing your Gas Service - We require two (2) working days and access to the meter to close your gas service.

Disputed Bills – If you question the amount of your bill, call us so that we can investigate your account. If, after our explanation, you still feel the bill is incorrect, you may request a review by the Public Utilities Commission by sending the bill and a letter explaining your position, along with a deposit of the full amount due, made payable to California Public Utilities Commission, State Office Building, 505 Van Ness Avenue, Room 2003, San Francisco, CA 94102, phone: 800-649-7570, email : consumer-affairs@cpuc.ca.gov. Make the check payable to the Commission. The Commission will investigate the matter and inform both you and us of the results. However, the Commission will not accept deposits when it appears 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 make a deposit with the Commission within 15 days after we notify you of your right to do so, we may turn off your gas for non-payment.

For more information, please call the phone number at the top of your bill and request a copy of our pamphlet entitled "For Your Information."

* We may ask for certification by a licensed physician, public health nurse or social worker.

Phone Numbers You May Need

TTY - Hearing and speech impaired 1 (800) 252-0259
Available 24 hours a day.

Self Service Options 1 (800) 772-5050

For information regarding payment arrangements, office locations, account balance, billing recap, duplicate bill and CARE (20% discount for income qualified customers) applications.

Customer Services Representatives

For English and Spanish speaking customers, representatives are available 24 hours a day.

English 1 (800) 427-2200

Español 1 (800) 342-4545

For other languages call Monday thru Friday 8 A.M. to 5 P.M.

Cantonese
粵語 電話 1 (800) 427-1420

Korean
한국어 전화 1 (800) 427-0471

Mandarin
國語 電話 1 (800) 427-1429

Vietnamese
NÓI TIẾNG VIỆT 1 (800) 427-0478

Southern California Gas Company Payment Locations

COMPANY OFFICES

Ahambra, 7 South First St.
Anaheim, 131 W. Center St. Promenade
Banning, 60 E. Ramsey St. #A
Bellflower, 16901 S. Bellflower Blvd.
Commerce, 5708 E. Whittier Blvd.
Compton, 700 N. Long Beach Blvd.
Corona, 341 S. Lincoln Ave. #A
Covina, 932 N. Citrus Ave.
Delano, 1227 Jefferson St.
Dinuba, 239 E. Tulare St.
El Centro, 1111 W. Main St.
El Monte, 11912 Valley Blvd. Suite B

Fontana, 9781 Sierra Ave. #C
Glendale, 213 N. Orange St. #A
Hanford, 321 N. Douty St., Suite B
Hemet, 527 N. San Jacinto St.
Hollywood, 1811 N. Hillhurst Ave.
Huntington Park, 5916 Pacific Blvd.
Indio, 45123 Towne Ave.
Inglewood, 3530 W. Century Blvd., Ste. 102
Lancaster, 2065 W. Avenue K
Lompoc, 128 S. "H" St.
Los Angeles, 4619 S. Central Ave.
Los Angeles, 2522 N. Daly St.

Monrovia, 141 S. Myrtle Ave.
Ontario, 962 N. Mountain Ave.
Oxnard, 1640 E. Gonzales Rd.
Palm Springs, 211 N. Sunrise Way
Pasadena, 1214 E. Green St. #102
Pomona, 196 E. 3rd St.
Porterville, 59 W. Thurman Ave.
Riverside, 3460 Orange St.
San Bernardino, 624-F W. 4th St.
San Fernando, 444 S. Brand Blvd. Ste. 101
San Luis Obispo, 1314 Broad St.

San Pedro, 529 W. 9th St.
Santa Ana, 738 S. Harbor Blvd.
Santa Barbara, 134 E. Victoria St.
Santa Fe Springs, 11516 Telegraph Rd.
Santa Maria, 1954 S. Broadway Suite J
Santa Monica, 1300 6th St.
South Gate, 3530 Tweedy Blvd.
Van Nuys, 6550 Van Nuys Blvd.
Visalia, 1305 E. Noble Ave.
Watts, 1665 E. 103rd St.
Wilmington, 929 N. Avalon Blvd.

PLEASE MAKE CHECK PAYABLE TO "THE GAS COMPANY"