



Southern California Gas Company  
PO Box 3150  
San Dimas, CA 91773-7150



## Pay by Phone Application & Agreement

Thank you for your interest in our Pay by Phone payment option program. Please complete this application and then sign and mail it to the address below. **It may take up to seven 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: \_\_\_\_\_

Service Address: \_\_\_\_\_

City: \_\_\_\_\_

Zip: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

Gas Account Number: \_\_\_\_\_

Financial Institution (Required): \_\_\_\_\_

Checking Account Number (Required): \_\_\_\_\_

\*E-mail address \_\_\_\_\_

If you have multiple gas accounts and would like to add them please provide the service address and the 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 The Gas Company about topics such as: assistance programs, energy efficiency, safety, payment options, special promotions, etc.

I authorize Southern California Gas Company and the financial institution I have indicated to deduct from my account payments for my Southern California Gas Company bill. Once this authorization has been processed and approved I may begin making payments by phone from a designated bank account. I am responsible for paying any associated fees my financial institution may charge (if any). I understand that Southern California Gas Company and my financial institution reserve the right to terminate this authorization and my participation therein. I may also terminate this authorization by notifying Southern California Gas Company. I have read and understand the Participation Guidelines as set forth in the attachment and I certify that the information provided herein is true and correct in all respects.

\_\_\_\_\_  
Name (Please print as it appears on your check.):

\_\_\_\_\_  
*SIGNATURE (Must match name on check):*

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

**Mail this Application to:**  
**Southern California Gas Company**  
**Direct Debit/Pay by Phone Payment Options SC711A**  
**PO Box 513249**  
**Los Angeles, Ca 90051-1249**



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## 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 The Gas Company 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 due date, to authorize a payment from your checking account.

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

There is no charge from The Gas Company to participate; however some financial institutions may charge a fee for electronic fund transfers or other actions. 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, you can view and edit your financial institution information instantly at [www.socalgas.com](http://www.socalgas.com). 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" or call The Gas Company 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 for other reasons. Check with your financial institution for possible fees it may impose. If your payment is rejected, The Gas Company will charge a \$7.50 processing fee on your next gas bill. The Gas Company 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.

The Gas Company may modify or terminate any or all services or features of this electronic payment program at any time without notice. The Gas Company 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.

<b>The Gas Company:</b>	<b>Residential</b>	<b>1(800) 427-2200</b>
	<b>Commercial &amp; Industrial</b>	<b>1(800) 427-2000</b>